

**Invitation to Tender**

**The provision of a comprehensive solution for the delivery of Out Of Hours Service Provision at Wellingborough Homes.**

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| Date | **08 October 2018** |
| Deadline for receipt of tender proposals | **15.00 on 08/11/2018** |

**Background**

Wellingborough Homes was created in 2007 after a Large Scale Voluntary Transfer (LSVT) to own and manage Wellingborough Council’s housing stock. The original portfolio consists of 4,484 housing units. We are the largest landlord in the Borough of Wellingborough.

## With around 4,700 homes in ownership, and 105 employees we’re the largest local landlord within the Borough of Wellingborough. We manage more than 80 per cent of the social housing stock within Wellingborough and the 15 surrounding villages.

Who we are and what we do:

We are a locally based Housing Association in and around Northamptonshire with a commitment to:

* Develop a diverse range of new homes to meet local needs.
* Work with our customers to provide great homes and value for money services.
* Invest in communities where it supports our customers and protects our business

Wellingborough Homes is a not for profit housing association.

Our Mission and Objectives

Our mission is “***Working successfully with our customers and communities to provide great services and high quality living environments”.***

Our Strategic Corporate Objectives which support our mission are:

* Produce and use effective, high quality, accurate and timely data
* Ensure investments generate optimum social and financial value
* Reduce costs and drive efficiency
* Ensure operational performance is maintained at a high level

Our Strategic Corporate Objectives are underpinned by six key strategies:

* Asset and Development Strategy
* Treasury Management Strategy
* Value for Money Strategy
* Customer and Community Involvement Strategy
* Tenancy Management Strategy
* Organisational Development Strategy

Our Values

## Our style of work, and the values our team members express everyday, are key to our success. We expect anyone working for us or on our behalf to live our values of:

***Respect:***

We will treat each other and anyone who deals with us with respect and recognise everyone as an individual.

***Trust:***

We will be open and honest with our colleagues, customers and external partners and we will deliver on the commitments that we make.

***One Team:***

We will be one team, working collaboratively, listening and communicating clearly with our customers to deliver great services.

***Empowered:***

We will be bold, progressive, seek to empower our customers and be confident in the decisions we make.

***Efficient and Effective:***

We will work efficiently and effectively, continuously looking for ways to improve and deliver value for money



Corporate Governance

Wellingborough Homes is governed by a Board of Management supported by the Audit and Risk Committee and Remuneration and Selection Committee.

The Board is currently made up of twelve Non-Executives: six ordinary members, four local councillors and two customers. We have an Executive Management Team of four:

* Jo Savage, Chief Executive
* Denise Lewis, Director of Asset and Development
* Mandy Meanwell, Director of Housing and Support Services; and Company Secretary
* Julie Robinson, Director of Resources

For further information please refer to our website at [www.wellingboroughhomes.org/](http://www.wellingboroughhomes.org/)

**Section 1: Specification**

**The Service Provider**

* Wellingborough Homes is looking for a supplier who can provide us with a comprehensive “out of hours” solution to provide telecommunications facilities and an Emergency Call Answering & Message Relay Service based at its communication centre for the benefit of Wellingborough Homes.

The successful supplier will have to:

* **Provide telecommunications facilities and an Emergency Call Answering & Message Relay Service based at its communication centre for the benefit of Wellingborough Homes.**
* **Provide an adequately staffed communications centre for receiving and relaying emergency messages for Wellingborough Homes**
* **Keep adequate records, to be maintained by its communications centre for a period of 3 months for voice recordings and 12 months for computer records (where appropriate)**
* **Provide Wellingborough Homes with daily reports of all calls received, both emergency and non-emergency.**

**Scope of the requirement**

Wellingborough Homes is seeking a supplier to provide a comprehensive “out of hours” solution to provide telecommunications facilities and an Emergency Call Answering & Message Relay Service based at its communication centre for the benefit of Wellingborough Homes.

Contractual requirements are:

● An initial **36** month agreement, with an option for an additional two years.

● Transparent billing over the period of the contract with quarterly itemised invoicing showing total cost broken down of lease, maintenance, software and all consumables – a ‘no hidden cost’ approach.

● A detailed, concise Service Level Agreement (SLA) in plain English.

The above lists are not exhaustive and we welcome any additional functionality suggestions that will add value to our future printing provision and that allows us to provide an effective service.

**Timescales**

We are looking to have a solution implemented by February 2019.

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| * Issue of ITT
 | Monday 8th October 2018 |
| * Deadline for submission of clarification questions
 | Monday 22nd October 2018 |
| * Tender submission deadline
 | 15:00Thursday 8th November 2018 |
| * Interviews for short listed Tenderers
 | 21-22 November 2018 |
| * Notification of intention to award and commencement of 10 day standstill period
 | w/c 26th November 2018 |
| * Contract Award
 | December 2018 |
| * Commencement of Services
 | 4th February 2019 |

**Section 2: Evaluation Criteria**

Our key considerations for selection are:

* How well the supplier demonstrates an understanding of WH’s requirements, our Data Protection obligations and the diversity of our customer need.
* Skills and experience of implementing a comprehensive end-to-end solution minimising the need for extensive integration requirements within the solution.
* Implementation cost and ongoing support costs including licencing.

Your proposal should belimited to relevant information only, including appendices. It should distinguish your business from your competitors and explain how you will make a difference and add value for Wellingborough Homes. Please also **submit details of two referees** with your proposal.

**The qualitative assessment accounts for 40% of the assessment of your tender. Please answer the questions as fully as possible. Please submit no more than information requested.**

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| **Q1a Please provide details about your experience as an organisation to deliver this programme. (10%)** |

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| **Q2 How would you ensure that you achieve performance criteria and that Wellingborough Homes is able to effectively monitor and manage performance (10%)**  |

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| **Q3a How can you demonstrate your capability to deliver the project achieving high standards of customer service (10%)** |
| **Q3b How can you demonstrate your capability to deliver the project achieving high standards of quality (10%)** |

**The pricing accounts for 60% of the assessment of your tender. Please answer the questions as fully as possible. Please submit no more than information requested.**

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| **Q1 Details of your fee proposals showing implementation and ongoing costs for each part of the solution) and to include an estimated total cost for the whole process. (40%)** |

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| **Q2 Explain how your submission delivers value for money (20%)** |

The evaluation of tender proposals will be carried out by the Tender Evaluation Panel (TEP) in two stages.

Wellingborough Homes is not obliged to accept the lowest tender or any tender.

All tenders proposals submitted on or before the latest date for receipt in accordance with the timetable set out in this Invitation to Tender (ITT) document will be evaluated in as set out below:

**Stage 1 – Checking for Validity and Completeness**

Validity: A valid tender is one that is received in accordance with the Instructions to Tenderers. Validity will involve checking against the Associations Contract Procedures and Financial Regulations (see **Appendix 1** - Extract from Wellingborough Homes Financial Regulations). Tender submissions that do not satisfy this requirement will be eliminated and not considered further.

Completeness: A complete tender will include all documents and information required in accordance with the Instructions. Completeness will be established by checking against a checklist of all the financial and non-financial submissions required to be included in the tender.

Tender submissions that do not satisfy the requirement for completeness will be eliminated and not progressed to stage 2, except in the case of minor omissions that the Association, at its sole discretion, considers can be rectified following a reasonable request.

**Stage 2 - Detailed Tender Evaluation**

All tender proposals that have been assessed as valid and complete at stage 1 above will be subject to a detailed review of their proposals by the Tender Evaluation Panel.

The Tender Evaluation Panel members will comprise of the following:

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| **Name** | **Job Title** | **Role** |
| Chris Holloway | Head of Housing and Support Services | Panel Member |
| Ben Wilesmith | Customer Services Manager | Panel Member |
| TBC | Tenant | Panel Member |
| TBC | Tenant | Panel Member |
| TBC | Tenant | Panel Member |

Referees provided by the company may be contacted to provide views on performance including reliability, accuracy, accessibility, and general customer care.

**Section 3: Instructions to Tenderers**

Please submit your tender proposal offer in accordance with all of the instructions, requirements and specifications set out in the enclosed documentation.

**Tender Timetable**

The following tender timetable will be adhered to:

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| **08 October 2018** | Dispatch of tender document |
| **15:00 08 November 2018** | Deadline for return of tenders |
| **December 2018** | Contract award |

**Disclosure of information**

All information supplied by Wellingborough Homes in connection with this invitation to tender must be treated as confidential and should not therefore be disclosed to any third party. Wellingborough Homes will treat any information supplied by firms during this tendering process in the strictest confidence.

## **Validity of offer**

You must offer your tender for acceptance for 60 days from the deadline for tender submission.

Please note that by submitting a tender response for consideration you are confirming that, as an officer for the company/organisation that you represent, you have read and understood the tender documents

## **Amendments to Tender**

If we need to amend any tender documents before the closing date, we will write to you with any changes. If we extend the deadline for tender responses, we will advise you.

Wellingborough Homes reserves the right, in its absolute discretion, to cancel or suspend this tender process at any time and for any reason. If we need to do this we will notify you in writing as soon as reasonably practicably.

Wellingborough Homes is not responsible, and will not pay for any expenses or losses you incur during, but not limited to, the tender preparation, site visits, post-tender clarification meetings.

## **Information and questions**

If you need us to clarify the documentation or if you have further questions regarding the tender process, submit your questions through the Delta E-Sourcing Procurement system.

We will try to respond to reasonable requests for further information within the timescale of the tender.

Wellingborough Homes reserves the right to advise all other tenderers of material questions and the answers supplied without disclosing the source of the enquiry.

**Submission of tender**

All tender proposals must be submitted through the Delta E-sourcing procurement system.

No tender will be accepted if received after the above date and time.

**Appendix 1: Extract from Wellingborough Homes Financial Regulations**

**Acceptance of Tenders**

**Every tender must comply with the following procurement rules as**

**outlined in our Financial Regulations**

The Association will not be bound to accept the lowest or any tender.

No tender will be accepted unless it is addressed to the responsible officer and in accordance with the instructions to tenderers.

Confidentiality

Each invitation to tender shall require those tendering to give a written undertaking, which shall become a condition of the contract, that the amount of the tender has not been calculated by agreement or arrangement with any person other than the Association, and has not been communicated to any person other than the Association, and will not be so communicated until after the award of the contract.

Disqualified Tenderers

Subject to the paragraph below, the Association shall have the power to disqualify from submitting further tenders to the Association any tenderer, who in its opinion has:

(i) consistently failed to submit tenders when invited to do so;

 (ii) withdrawn tenders unreasonably;

 (iii) failed to provide a satisfactory service in the past; or,

 (iv) been in breach of any contract with the Association and shown that they have consistently communicated with other tenderers in formulating tenders;

 (v) attempted to influence or bribe any Board or Committee member (including a co-optee) or any staff member or any person connected with any of the foregoing in order to gain an unfair advantage over other tenderers.

Where the contract in question is to be procured in accordance with the OJEU Regulations, the Association may only disqualify a tenderer from submitting a tender for that contract on the grounds for exclusion set out in the Regulations.

Declared Interests

There is a requirement for any tenderer to make the Association aware of any known relationships of a business or private nature where there is a ‘close connection’, as defined by the Association’s Conflict and Disclosure of Interest Policy, with staff or Board Members.

Properly Constituted Tenders

Each section of a tender must be separately priced and include reasonable and consistent rates.

Tenders which do not comply may be rejected as not being properly constituted.

Alteration of Tender Figure

In all cases where a nationally recognised form of contract is to be used then the appropriate nationally recognised Standard Code of Practice in relation to errors on tender documents shall apply.

Otherwise where examination of tenders reveals errors or discrepancies which would affect the tender figure(s) in an otherwise successful tender, the tenderer is to be given details of such errors and discrepancies and will be asked to correct any:

(i) error which can be corrected by saying which of two conflicting figures (for example multiplier or product, or carried forward or brought forward) is right;

(ii) obvious omissions, for example failure to insert any price where a space for a price is provided.

Should the tenderer refuse to make suitable corrections, the tender evaluation officer(s) may make the necessary corrections and inform the tenderer accordingly, who will be given the opportunity of confirming or withdrawing the corrected tender sum.

In each case the tender award decision must be based upon the corrected tender figures.

Nominated Sub-contractors and Suppliers

Any successful nominated subcontractor or supplier shall enter into a contract with the principal contractor and shall:

(i) indemnify the principal contractor against his liabilities under the main contract in relation to the works and goods included in the subcontract; and,

 (ii) comply with any conditions in the main contract which specify arrangements for the engagement of nominated contractors or suppliers.