



Sandwell
Metropolitan Borough Council

**Tender for Emergency
Accommodation
SMBC 23037**

PART A

**Closing date for submission of tender
Not later than 15:00 on 2nd August 2023**

Sandwell Metropolitan Borough Council

Contents

This document is in two parts:

PART A

Part A is the invitation to tender and provides all the background information, a description of what is required, and an overview and instructions for the completion and submission of the tender document.

Note: Part A does not need to be returned to Sandwell Metropolitan Borough Council.

Contents

1.	INTRODUCTION	4
2.	REQUIREMENT	6
3.	PROCUREMENT PROCESS	7
4.	EVALUATION OF TENDERS	8
5.	INSTRUCTIONS FOR COMPLETING AND SUBMITTING A TENDER.....	13
6.	CONDITIONS OF TENDER.....	14
7.	TERMS AND CONDITIONS	16

PART B

Part B is the tender questionnaire document found on the In-tend Supplier and this should be completed in full and submitted in advance of the deadline, in accordance with the instructions given (see section 5, Instructions for completing and submitting a tender) along with any other requested documentation.

NOTE: IN ORDER TO ACCESS THE PART B TENDER QUESTIONNAIRE AND SUBMIT A RESPONSE YOU WILL BE REQUIRED TO “OPT IN” ON THE IN-TEND SUPPLIER PORTAL.

Glossary of Key Terms

A detailed description of the requirement, together with formal definitions of the most important terms and phrases, are given in the rest of the document. For tenderers' convenience however, the following key terms, which are used throughout this document, are defined as follows:

Contract	Means this specific contract let by Sandwell Metropolitan Borough Council.
Customer	Means Sandwell Metropolitan Borough Council
Invitation to Tender	Means this document, inviting Tenderers to submit a Tender.
Services	Means the requirements of the Customer (as appropriate) for the Services from time to time as detailed in section 2 of this document, Requirement.
Supplier	Means the Supplier appointed by Sandwell Metropolitan Borough Council as a result of this Tender.
Tender	Means the Tender submitted by the Supplier to the Customer.
Tenderer	Means an organisation that submits a completed Tender in response to this Invitation to Tender.

1. INTRODUCTION

This is an Invitation to Tender with information, instructions and guidance provided in Part A, following consideration of which the tender submission (Part B) should be completed and returned by all suppliers who wish to tender for the requirement described in the following pages.

Overview

The requirement is for the provision of Emergency Accommodation to a minimum specification as detailed. Suppliers must undertake to manage the premises on behalf of the Council.

We only require Hotel accommodation with a reception that can be available 24 hours a day for booking in new residents. We are **not** looking for rooms within houses i.e. HMO's (Houses with Multiple Occupancy, self-contained flats or whole houses).

The Council is looking to explore a range of options for the provision of temporary accommodation whereby The Council can access the accommodation at short notice (sometimes on the same day) on a spot purchase basis. The service is open to considering additional forms of emergency accommodation such as Hotel/Bed and Breakfast and where practical self-contained flats or houses.

Properties must be free from category one hazards in accordance with the Housing, Health and Safety Rating System (HHSR) under s. 2 of the Housing Act 2004. The document can be found at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/15810/142631.pdf

Scope of Contract

The Council has a requirement for the provision of Emergency Accommodation including Management Services. The Council wishes to invite interested parties ("Tenderers") to participate in a tender exercise to establish a multiple supplier Framework Agreement for the reliable supply of these services ("the Invitation to Tender"). The Council requires a number of service providers with the capacity to provide the Emergency Accommodation as set out in Section 2 Requirement & Specification.

Sandwell Children's Trust

The Council is also procuring this contract on behalf of Sandwell Children's Trust (Company No: 10620524), Wellman Building, Dudley Road, Oldbury, West Midlands, B69 3DE.

The service will be used by Sandwell Children's Trust for accommodation for Asylum seekers who have no recourse to public funds (and therefore no entitlement to social housing). But have a child/children living with them so are entitled to emergency housing and payments for food and essentials.

Sandwell Council

The service will be used by Housing for people who present themselves as homeless) until they can be found alternative accommodation.

The total value (for the Council and Sandwell Children's Trust) excluding VAT for the entire duration of the Framework Agreement (four years) is estimated to be in the region of £2.5 million - £3 million. This value is based on historical spend data and is intended to be used as a guide only and is not a guarantee of the level of business that will be generated from the Framework Agreement.

Contract period 1st September 2023 to 31st August 2025 with an option to extend for a further two years subject to the funding being available and performance until 31st August 2027.

Prices will remain fixed for the first 24 months of the contract. A price increase in accordance with the

[IL1: PROTECT]

Consumer Price Index average increase / decrease for the previous 12 months will be applied and then remain fixed for the period of the extension if taken up.

Up to a maximum of 20 tenderers will be awarded a place on the framework. When a room is needed the lowest price provider for that type of room will be approached first to enquire if they have capacity. If not then the next provider on the list will be approached until a provider is found who has capacity.

Questions and Contact Details

All requests for clarification (whether in relation to this document, the requirement or the tender submission) should be submitted as soon as possible via the In-Tend Supplier Portal.

A copy of all questions and answers raised will be visible to all recipients of the invitation to tender. If the tenderer expresses that the question is confidential and the Council agree that it is then the response will be sent only to the tenderer raising the question.

The Council will make available via the In-Tend Supplier Portal complete list of answers to all questions submitted by (up to and including) 26th July 2023 at 17:00 hours.

Questions received after this date may not be answered.

If you do not wish to submit a tender, please notify the Council via the In-Tend Supplier Portal and quoting the tender reference number. Under no circumstances should you pass this document on to a third party.

2. REQUIREMENT (including Specification)

This section provides tenderers with as much detail as possible regarding the requirements and will help tenderers to compile their tender submission and provides a specification for the services.

Specification

The council is seeking access to bedrooms in a number of hotel type establishments within or close to the Sandwell border.

The rooms will be provided on a room only basis and meals and all other expenses such as telephone usage etc will be the responsibility of the occupier.

The accommodation will be of a clean and well maintained standard and comply with Health & Safety legislation and licensing for accommodation of this type.

Where applicable reception facilities are to be provided and a member of staff should be on call at all times outside of normal reception opening times.

Check in facilities will also need be available out of hours in case of emergencies

Furniture Specification

Rooms required include Single, Double & Family rooms for emergency accommodation. Rooms must have either their own or shared bathroom facilities

A Single room should have the following: Single bed, storage unit and cot if required included in the rate.

A Double room should have the following: double or twin beds with storage unit and cot if required included in the rate.

A Family room should have the following double or twin beds and 1 or 2 single beds and or cots if required included in the rate.

Where we are offered self-contained properties, the room requirement set out above can apply to each dedicated bedroom within the property but will be allocated to single family and not operated as an HMO

Any wheelchair accessible room (ground floor or accessed via a lift) should have wider doorways and space to allow access around the room for a wheelchair and a level access shower.

The service is looking to secure a number of rooms/properties that are pet friendly or flexibility that would allow short term use of accommodation for a family with pets. The service understands that this usage may attract a small premium to cover additional cleaning or insurance requirements.

3. PROCUREMENT PROCESS

Overview

Sandwell Metropolitan Borough Council is issuing this invitation to tender in order to appoint a suitability qualified contractor to deliver the requirement and outcomes as described in this document.

All tenders received (that are compliant i.e. submitted in accordance with the tendering instructions) will be evaluated in accordance with the evaluation criteria as set out below.

Tenders should be prepared and submitted (using Part B of this Invitation to Tender document) in accordance with section 5, Instructions for submitting a tender of this document.

At the Council's discretion, tenderers may be invited to clarify their tender, as an aid for evaluators to fully understand their offers. All tenderers should nonetheless take care to fully explain their offering in their tender submission.

The contract will be awarded to the tenderer which scores the highest marks following the evaluation of all tenders (in accordance with the scheme described in section 4, Evaluation of Tenders).

Indicative Procurement Timetable

The following indicative timetable is provided for tenderers' benefit. Please be aware that these are indicative timescales (with the exception of the deadlines in bold) and may be subject to change at the absolute discretion of the Council.

Task	Date
Issue of Invitation to Tender	4th July 2023
Closing date for clarification questions	26th July 2023 @ 17:00hrs
Closing date for receipt of tenders	2nd August 2023 @ 15:00hrs
Preliminary evaluation of tenders	3 rd to 10 th August 2023
Anticipated contract award	25 th August 2023
Commencement of contract/framework	1 st September 2023

4. EVALUATION OF TENDERS

Overview

All completed tenders received will be evaluated by officers of the Council (as appropriate).

In order to be transparent, and in order that tenderers fully understand how their tender submission will be evaluated, full details of the evaluation process are described below. Should any tenderer not understand any element, they should in first instance make contact with the Council as per the contact via the In-Tend Supplier Portal.

There are a number of minimum requirements which the Council will require Bidders to meet or exceed at the suitability stage and these are of a 'pass/fail' nature.

These minimum requirements are:

Regulations 57(1) and (2)

Regulation 57(3)

Regulation 57(8)

Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015

Insurance

Any Tender submission which does not pass these minimum requirements will be rejected and not evaluated any further. The Tender submissions that do pass the minimum requirements will then be evaluated against the scored award criteria stated below.

The following price and quality weightings will be used to determine the most economically advantageous tender:

- | | |
|-----------|-----|
| • Price | 80% |
| • Quality | 20% |

The methodology for evaluating tender submissions against these criteria is as follows:

Price 80%

Price accounts for 80% of the total tender score.

The most competitive price will be awarded the full 80% award; this should be a fixed price for the required period.

All other prices will be scored on a pro-rata basis in comparison. The following calculation will be used:

Price Score = (lowest price bid / individual price bid) x 80.

Completion of the price schedule table will be assessed.

The below example illustrates how this methodology will work in principle:

Tenderer	Price	Formula = Lowest Price / Tenderers Price x Price Score	Price Score
A	£20,000	= £20,000 / £20,000 x 80	60
B	£25,000	= £20,000 / £25,000 x 80	48
C	£30,000	= £20,000 / £30,000 x 80	40

Please note that:

- Any Tender that is found to be abnormally low will be excluded from further consideration. In this instance, the Council will initially clarify with the Tenderer whether the pricing is correct and has been interpreted correctly. As part of the clarification, evidence will be required to demonstrate that the charges are accurate, achievable and sustainable. If, following the clarification, any charge is found to be abnormally low, that tender will be rejected in accordance with the Public Contract Regulations 2015 regardless of how many points it scores in all other aspects.

Quality 20%

Quality accounts for 20% of the total tender score. Tenderers will be asked to provide a response to the quality questions (Appendix A).

The quality questions are located within the online 'Award Criteria Questionnaire' on the In-Tend Supplier Portal which is available to Suppliers who 'Opt In' to the tender.

The quality questionnaire section will be assessed by reference to a number of answers supplied by the tenderer, in response to questions posed. There are 6 quality questions, with each of these having an equal weighting (more information is provided below).

When completing the questions tenderers must make sure that they answer what is being asked. Anything that is not directly relevant to the particular question should not be included, but wherever possible tenderers should demonstrate how they will go further than what is being asked for, to add value.

Tenders should also make sure that their answers inform not just what they will do, but how they will do it, and what their proposed timescales are (as relevant). It is useful to give examples or provide evidence to support your responses. The purpose should be to include as much relevant detail as required, so that the evaluation panel gets the fullest possible picture.

Each question will be evaluated individually, one by one in order. When scoring each statement, no consideration is given to information included in other answers so please do not cross reference to responses or information provided elsewhere in your tender submission.

Scoring Scale

Questions will be assessed on a scale of 0 to 5 marks, as detailed in the table below:

Score	Classification
0	An unanswered response or a response that does not fulfil the requirement in any way and is totally unacceptable.
1	An unsatisfactory response. The information provided gives rise to significant reservations as regards the Applicant's ability to meet the requirement and / or is inadequately substantiated.
2	Acceptable basic response with some reservations. The information provided shows that the Applicant has some ability to meet the requirement but some information is irrelevant or missing.
3	Good standard of response with some minor reservations. The information shows that the Applicant has the ability to meet the requirement, but some information has little relevance.
4	High standard response with a good level of substantiating information provided. The information is complete and sufficient to indicate that the Applicant is capable of fully meeting the requirement.
5	Exemplar response with a high level of substantiating information and detail provided. The information provided indicates that the Applicant is capable of exceeding the requirement.

All question responses will be scored by officers from the Council using the scoring table above with each score awarded entered onto the Sandwell In-tend Evaluation module. If more than one officer scores an individual question the In-tend system will calculate an average score (to 2 decimal places) for the question depending upon the scores submitted by each individual evaluator in accordance with the above table.

If more than one officer scores an individual question then the average score (to 2 decimal places) for that question shall then be used in the following quality evaluation.

Weightings

The questions are marked out of a total of 100 and the weighting is shown against each individual question and in the table below.

The weighting scored for each question will be calculated as per the following example:

Q 1

This question is weighted at 20 out of the total of 100.

Tenderer is awarded a mark of 3 out of a maximum of 5

$$3/5 \times 20 = \underline{12}$$

The scores awarded for each question will be totalled and then used in the following calculation to provide the tenderers weighted percentage for the quality assessment part of the evaluation:

Total of tenderers question scores/100 x 40 = Total percentage awarded for quality assessment.

Score	Classification
0	Unacceptable. The response demonstrates no understanding of social value relevant to the Sandwell area and people. The Tenderer identifies no activities which would engage the local community or achieve social benefit within the social value areas. The proposals are minimal, lack description and are not measureable or quantifiable.
1	Satisfactory. The response demonstrates a satisfactory understanding of social value relevant to the Sandwell area and people. The Tenderers response proposes to identify and participate in a limited range of activities which engage the local community and achieve social benefit. Proposals are limited in range and quantity, offer limited description, have no targets and are not clearly measureable or quantifiable, however, look to improve with advice and support.
3	Good. The response demonstrates a good understanding of social value relevant to the Sandwell area and people. The Tenderers response clearly proposes to identify and participate in a range of activities which engage the local community and achieve social benefit within social value areas. Proposals are descriptive and measureable but lack specific targets.
5	Excellent. The response demonstrates an excellent understanding of social value relevant to the Sandwell area and people. The Tenderer very clearly proposes to identify and participate in a full range of activities and innovative opportunities which engage the local community and achieve social benefit with the social value areas. Proposals have identified targets which are quantifiable and measureable.

Quality Question	Question Weighting
Q 1	20
Q 2	20
Q 3	15
Q 4	15
Q 5	20
Q6	10
TOTAL	100

Award of Contract

Upon conclusion of the evaluation, up to twenty tenderers with the lowest price who have passed the suitability pass / fail stage will be offered a place on the framework.

The tenderers to be offered a place on the framework will be advised accordingly via the Intend Supplier Portal. Such award, offered pursuant to this Invitation to Tender, will be on the basis of the most economically advantageous tender, based on the evaluation criteria described above.

Tenderers whom it is proposed will not be offered the contract will be advised of this via the Intend Supplier Portal and will be entitled to receive feedback on relative merits and characteristics of their tender submission compared with that of the accepted tender.

The Council does not bind itself to accept the lowest or any tender, and unless a tenderer expressly states that a partial award will not be acceptable, then the right is reserved to accept a tender in part.

Upon conclusion of all the above stages, a formal contract will be entered into between the Council and the successful tenderer. The terms and conditions governing the contract will be those issued by the Council as part of this Tender document. Unless and until a formal contract is prepared and executed, the tenderer's tender submission, together with the Council's acceptance thereof, shall constitute a binding contract between the parties. Please see Section 7 for further details on the terms and conditions.

5. INSTRUCTIONS FOR COMPLETING AND SUBMITTING A TENDER

To enable evaluating officers to fully assess the tenderer's suitability, all of the information requested in this invitation to tender must be provided. Failure to complete the tender submission in full or failure to provide any of the documents requested may result in your tender being rejected. Questions should be answered as instructed:

- Please answer every question
- Questions must be answered in English
- Any figures requested should be stated in full (i.e. £4,000,000 not £4m) and in GBP.
- If the question does not apply to you please enter N/A; if you don't know the answer please enter N/K.

1. Clarification Questions

All enquiries relating to the completion of this Tender should be submitted as a correspondence on the Intend Supplier Portal no later than 17:00 hours on 26th July 2023. The Council is under no obligation to respond to clarification enquiries received after this date.

All enquiries received and responses provided may be circulated to all Tenderers. If a Tenderer believes an enquiry relates to a confidential aspect of their submission, it must mark the enquiry as "confidential". If the Council agrees that the enquiry should be answered confidentially, the Council will send a response only to the Tenderer that submitted the enquiry.

2. Submission of Tender

Completed Tenders should be submitted using the Sandwell In-tend Supplier Portal by no later than 15:00 hours on 2nd August 2023. Please note that an offer made in any format other than submission through the Sandwell In-Tend portal will be rejected.

All documents that require signatures must be correctly signed and scanned in before being uploaded.

Please allow sufficient time for submissions to be made before the closing time and date of the tender. It is the tenderers responsibility to ensure that it uploads and submits the completed tender, mandatory and relevant attachments.

Tenderers are required to name any attachments with a title requested within the relevant question of the Questionnaire.

Additional documents, including Promotional material should not be submitted unless specifically requested.

Please note the Intend Supplier Portal will lock down once the closing date and time has finished and you will not be able to submit any part of your Tender response thereafter.

The time remaining for tender submissions will be displayed on the In-tend Supplier portal and you will receive automatic email notifications 10, 5 and 1 day prior to the closing date. If tenderers have problems in using the In-tend Supplier Portal they may contact the help desk on +44 844 272 8810.

Only the information contained within this invitation to tender or otherwise communicated in writing by the Council to the tenderer should be considered when submitting your tender.

Any information and/or documents submitted on or with this tender must relate to the tenderer only – the tenderer being the organisation which it is proposed will enter into a formal contract should their tender be successful. (All responses and submissions provided by the tenderer will form part of that contract). The Council may seek further clarification from the tenderer following submission of completed forms where required.

6. CONDITIONS OF TENDER

In submitting a response to this Invitation to Tender, tenderers do so in accordance with the conditions set out below. In the event of any breach of the conditions the Council shall be entitled to terminate any arrangement made as a result of such tender and to claim damages accordingly.

The terms and conditions entered into with the successful contractor will be those issued by the Council as part of this Tender document.

Warnings and disclaimers

- Tenderers should consider only the information contained within this invitation to tender, or otherwise communicated in writing to tenderers, when preparing their tender.
- Information supplied by the Council (whether in this document or otherwise) is supplied for general guidance in the preparation of tenders. Tenderers must satisfy themselves by their own investigations with regard to the accuracy of such information. The Council cannot accept responsibility for any inaccurate information obtained by tenderers.

Tenderer conduct and conflicts of interest

- Tenderers shall not, before the date and time specified for return of the tender, communicate to any person the amount or approximate amount of the tender or proposed tender, except where the disclosure in confidence of the approximate amount of tender is necessary to obtain insurance cover.
- The tender shall be a bona-fide tender and shall not be fixed or adjusted by or under or in accordance with any agreement or arrangement with any other person.
- Tenderers shall not enter into any agreement or arrangement with any other person with the intent that the other person shall refrain from tendering or agree as to the amount of any other tender to be submitted.
- Tenderers must not, in connection with the proposed contract:
 - offer any inducement, fee or reward to any member or officer of Sandwell Metropolitan Borough Council.
 - do anything which would constitute a breach of the Bribery Act 2010 or the Section 117 (2) Local Government Act 1972, or
 - canvass any of the persons referred to above in connection with the contract; or contact any member or officer of Sandwell Metropolitan Borough Council or any person acting as an advisor to Sandwell Metropolitan Borough Council (except as authorised by this Invitation to Tender for the purpose of asking genuine questions about the process or the contract) about any aspect of the proposed contract or for soliciting information in connection therewith.
- Tenderers are responsible for ensuring that no conflicts of interest exist between the tenderer and its advisors and the Council and its advisors. Any tenderer who fails to comply with this requirement may be disqualified from the procurement process at the discretion of the Council.

Tenderer's responsibility to submit a complete tender

- It is the tenderer's responsibility to ensure that their submitted tender is complete, prepared and submitted in accordance with the instructions contained herein, and signed and dated where required. The Council are not obliged to consider any tender which is incomplete or not prepared or submitted in accordance with the said instructions, but at its sole discretion the Council may offer a tenderer who submits such a tender an opportunity to remedy the omission before evaluation of the tender takes place, provided that in the judgement of the Council this does not adversely affect the integrity and fairness of the tender exercise.
- Unless specifically withdrawn in writing, tenders shall remain open for acceptance for a period of 120 days from the return date.

Bid costs

- The Council will not be liable for any tender costs, expenditure, work, or effort incurred by a tenderer in proceeding with or participating in this procurement process, including if the procurement process is terminated or amended by the Council.

Sandwell Metropolitan Borough Council's rights

Sandwell Metropolitan Borough Council reserves the right to

- Seek additional information or clarification from tenderers at any time during the tender process.
- Disqualify any tenderer that does not submit a compliant tender, in accordance with the instructions given in this invitation to tender.
- Disqualify any tenderer that is guilty of serious misrepresentation in relation to its tender, expression of interest, the application form or the procurement process.
- Withdraw this invitation to tender at any time, and to re-invite tenders on the same or any alternative basis.
- Choose not to award any contract as a result of the procurement process.
- Make whatever changes it sees fit to the timetable, structure or content of the procurement process.
- Retain copies of all tender submissions to satisfy its audit obligations and for other purposes.

Confidentiality and Freedom of Information Act

- This invitation to tender is made available on condition that its contents (including the fact that the tenderer has received this invitation to tender) is kept confidential by the tenderer and is not copied, reproduced, distributed or passed to any other person at any time, except for the purpose of enabling the tenderer to submit a tender.
- As a public body, Sandwell Metropolitan Borough Council is subject to the provisions of the Freedom of Information Act 2000 in respect of information it holds (including third-party information). Any member of the public or other interested party may make a request for information.
- The Council shall treat all tenderers' responses as confidential during the procurement process. Requests for information received following the procurement process shall be considered on a case-by-case basis, applying the principles of the FOIA.
- While the Council aims to consult with third-party providers of information before it is disclosed, it cannot guarantee that this will be done. Therefore, tenderers are responsible for ensuring that any confidential or commercially sensitive information has been clearly identified to the Council in the form provided in the Tender Submission Document (i.e. the Freedom of Information Exclusion Schedule).
- Tenderers should be aware that, in compliance with its transparency obligations, the Council may publish details of its contract(s), including the contract values and the identities of its suppliers on its website.
- More information is available on www.ico.org.uk

Publicity

- No publicity regarding the contractor the award of any contract will be permitted unless and until the Council has given express written consent to the relevant communication. For example, no statements may be made to the media regarding the nature of any tender, its contents or any proposals relating to it without the prior written consent of Sandwell Metropolitan Borough Council.

7. TERMS AND CONDITIONS

By submitting a bid, tenderers are agreeing to be bound by the terms and conditions without further negotiation or amendment and must sign the Tendering Declaration accordingly.

Should a qualification of offer be made to change the terms and conditions by any tenderer, then grounds will exist to exclude should bids from further consideration.