

**Solihull Community Housing**

**Community Enterprise  
Networking Event**

**Public Sector Procurement**

**18th November 2015**



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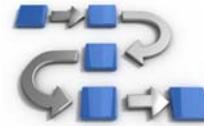
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# Welcome

Welcome to Solihull Community Housing (SCH) and thank you for attending today's networking event held in conjunction with Development in Social Enterprise.

The SCH Procurement Team works with Contract Managers, budget holders and officers within the organisation to secure contracts for goods, works and services. We also constantly review our procurement processes, implement new procedures and study the legal side to public sector procurement to ensure SCH adheres to regulations.

It is the role of the Procurement Team to obtain value for money in every procurement process and we have recognised that the best way to achieve this is through making the tender process as competitive as possible. This means encouraging a wide range of different contractors and suppliers to participate and in order for this to happen, we need organisations to know who we are and what we require.

SCH understand the importance of awarding contracts to an array of different local organisations, which can help boost the economy of Solihull. Although we cannot award contracts solely on a geographical basis, we are keen to help local suppliers develop the tools they need to perform strongly in competitive tendering processes.

## What we hope can be achieved from today

Following today, we'd like you to have an improved understanding of SCH and our approach to procurement. Our aims today are to give you the knowledge to find and get involved in both our and other public sector tender opportunities

# About Solihull Community Housing

Solihull Community Housing (SCH) is an Arm's Length Management Organisation (ALMO) that was established in April 2004 to takeover the management of housing services on behalf of Solihull Metropolitan Borough Council (SMBC).

SCH's responsibilities include the management and maintenance of the Councils' housing stock which consists of approximately 11,000 properties. This portfolio includes houses, maisonettes, high rise and low rise flats, sheltered accommodation and community centres.

SCH has teams working across offices based in the north of the borough of Solihull and they contribute to the maintenance of housing and the welfare of residents with the help of contractors.



Our Asset Management Team, based in Chelmsley Wood, works with **26 different contractors** to complete day to day repairs and maintenance works including flooring, structural repairs, roof repairs, drainage and window and door repairs.



We also have **a further 21 contractors** delivering various contracts for servicing and maintenance of mechanical and electrical installations as well as delivery of capital works programmes. Contracts include: digital aerials, roof fans, electrical works, gas servicing and cyclical and envelope improvement works.



Our Solihull Independent Living and Safe and Sound teams use **9 more contractors** to help make the every day lives of our vulnerable, elderly and disabled residents easier by adapting properties, installing ramps and stair lifts and offering services to help them stay safe and independent.



Finally, the Endeavour House office is home to the Estates Management and Customer Services Teams, who use **12 more contractors** in their efforts to deliver convenient services and a safer community for our residents through cleaning, security and out of hours call handling services.

# Procurement at SCH

## How procurement works at SCH

**Contracts with a value of up to £25,000** are generally procured by the team wishing to access the contract. It is their responsibility to obtain three written quotes from contractors meeting the requirements of the contract.

**Contracts worth more than £25,000** are procured by the Contract Management Team with full support given by the Procurement Team, who issue documents and manage all correspondence during the process. We advertise the opportunity, invite expressions of interest and send out tender documents to contractors who make the shortlist following a pre-qualification process. Tenders are evaluated and the contract is awarded. A more detailed explanation of our process can be found from page 7.

As a public sector organisation, we have a duty to spend money efficiently. Therefore, the focus of all buying processes is value for money and collecting a range of quotes for comparison is one way to help us obtain that value.

## Communicating with suppliers

In the last 12 months, the SCH Procurement Team has procured over 20 contracts. With a minimum of 6 contractors involved in most tender processes, we communicate with hundreds of contractors and suppliers annually.

There are three main ways in which the team offer guidance to contractors during the tender process:

- **Briefing sessions** – Contractors expressing an interest in an opportunity are invited to Endeavour House to learn a little more about the contract scope of the contract and the tender process. Contractors get to meet the lead Procurement Officer and the Contract Administrator and are free to ask questions.
- **Tender Query Responses** – If a question is asked about the tender documents once they've been issued, we give every contractor in the process the answer to the question, to ensure that each tenderer is pricing with the same information.
- **Feedback** – Every organisation submitting a tender has the right to request feedback following the award decision. Once you've requested feedback, we prepare detailed notes explaining your score and contact you to talk through your feedback and offer some advice on where you can improve.

## Finding Opportunities

SCH shares a web portal called CSW-Jets with Solihull Metropolitan Borough Council and other councils in the West Midlands and our tendering opportunities will be advertised on this portal at [www.csw-jets.co.uk](http://www.csw-jets.co.uk)

Contractors are advised to register on the CSW-Jets website in order to access tender opportunities from SCH and its shared partners and receive automatic alerts to these opportunities. The whole procurement process will be completed through the CSW-JETS site including advertising our opportunities, expressing an interest, the Pre-qualification and tender processes.

Registration on the site means that if we have an emergency requirement we can also identify you from a search of the system.

## Future Opportunities

The following contracts are to be procured in the next 6-9 months. If any of these contracts are suitable for your organisation, please keep the potential procurement start date in mind.

<b>Contract</b>	<b>Procurement Process Start Date</b>
TA Housing Support	January 2016
Ad hoc Building Support	March 2016
Painting & Mould Treatment	March 2016
Modular Ramps	April 2016
Access Control Repair & Maintenance	May 2016
Re-roofing Works (Flat)	May 2016
Re-roofing Works (Pitched)	May 2016
Structural Engineers	July 2016

# Public Sector Procurement Processes

## Pre-qualification Stage

- Pre-qualification is the first stage of the procurement process and is used to select the short list of contractors who will be invited to tender.
- Pre-qualification stage should assess:
  - Does the contractor hold necessary professional body qualifications e.g. Gas Safe
  - Is the contractor financially stable and of suitable size to deliver the works
  - Can the contractor demonstrate the relevant resources and experience to perform the contract to an appropriate standard

To evaluate all of these areas contractors are asked to complete and submit a pre-qualification questionnaire (PQQ).

The PQQ's are assessed and scored in two stages:

### First Stage

The Procurement team assess the minimum standards criteria and score the financial viability & references

### Second Stage

The Project Team assess and score the contract specific questions against model answers. The Project Team must agree on a score for each question.

The Project Team are not told the scores a contractor has achieved during the stage 1 assessment.

The two scores are added together and usually the highest 6-10 scoring contractors are selected to progress to tender stage.

# Public Sector Procurement Processes

## Tender Stage

- Tender Stage is the second stage of the procurement process.
- Public Sector tender processes are completed under the MEAT process.
  - Most
  - Economically
  - Advantageous
  - Tender

This means the tender process is a mixture of price and quality.

The 'Quality' element can be assessed by:

- Written submissions
- Presentations / Interviews
- Site visits

Tender submissions are scored and assessed in two stages:

### First Stage

The Procurement team evaluate, assess and score the price element of the submission.

### Second Stage

The Project Team assess and score the quality element. The Project Team must agree on a score for each question, presentation and site visit (if undertaken)

The Project Team do not know the prices submitted until after the assessment is complete.

The scores organisations achieve for the price and quality elements are added together and the highest scoring organisation awarded the contract.

# Tender Information

## ➤ Advertising the opportunity

All opportunities will be posted on the CSW-Jets portal.

## ➤ Expressions of interest

All expressions of interest must be made through the CSW-Jets portal.

## ➤ Submitting PQQs

All PQQs will be issued via the CSW-Jets supplier portal. Applicants will be asked to download the documents, complete them and upload them to the supplier portal before the set deadline.

## ➤ Notification of results

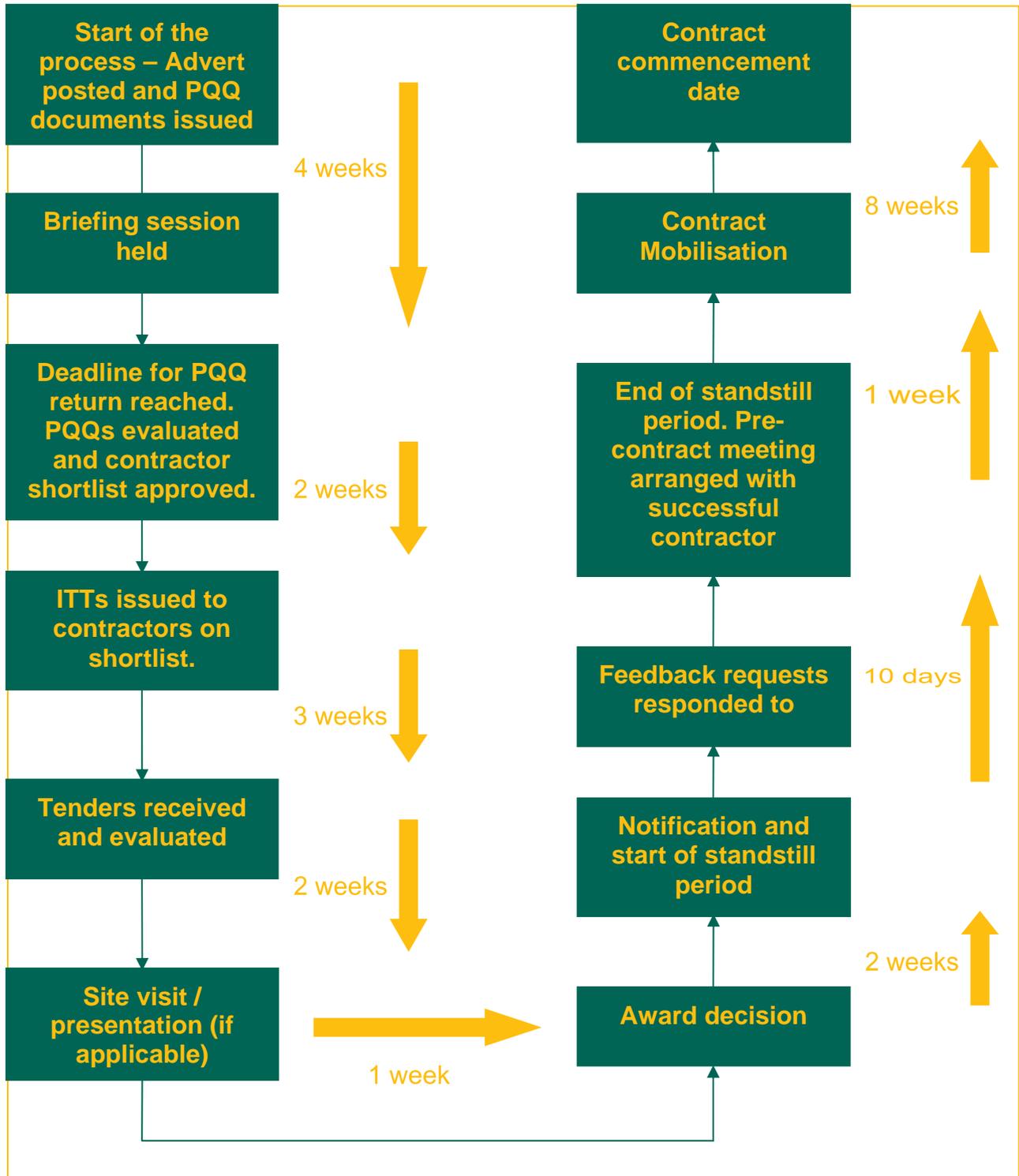
Organisations will be notified of their status following the PQQ and Tender process via email, the email will be issued via the supplier portal.

## ➤ Submitting a tender

All tender documents will be issued via the CSW-Jets supplier portal. Applicants will be asked to download the documents, complete them and upload them to the supplier portal before the set deadline. The opening ceremony will be completed electronically.

# The Tender Process

Please find detailed below a typical tender process, including a Pre-Qualification stage.



Total Process Duration = 24 weeks



# Tendering Hints & Tips

## Dos and Don'ts

### Do:

- ☑ **Attend briefing sessions** - a briefing session is a great opportunity for you to meet the key people involved in the process, receive information directly from the team who will run the contract and ask contract specific questions to help you collect all the information you can.
- ☑ **Take your time with the Pre-Qualification Questionnaire** - This is your opportunity to tell us about your organisation, your experience and skills and to get on the shortlist.
- ☑ **Do detail relevant Experience** - The PQQ asks for experience of similar works, make sure the examples you provide are of works similar in scope and value to the contract you are tendering for.
- ☑ **Adhere to the page limits** - Stick to the page limits given for your responses.
- ☑ **Ensure your references are submitted** - Most buying organisations put the onus on contractors to ask other clients to submit references, ensure they submit them before the deadline.
- ☑ **Carefully read Tender Stage Quality Questions** - Answer the question asked and specifically relate your answers to the contract you are tendering for. Read the specification and make sure you understand the key requirements of the contract and refer to them in your responses as appropriate.
- ☑ **Ask for feedback** - Understand your score better and find out what can help you improve. Always ask at both PQQ and tender stage even if you are successful it will help you in future to know what you did well, as well as the areas that weren't so good.
- ☑ **Let us know if you cannot submit your tender** or are no longer interested in the opportunity

## Don't:

- ✘ **Send us your marketing brochure or company literature with your PQQ** - We cannot take it into consideration during evaluation and it's no substitute for answering the questions we've asked.
- ✘ **Submit your tender or PQQ late** - Submissions received after the given deadline are not opened.
- ✘ **Be afraid to ask questions** - but ensure you know when the deadline for queries is.
- ✘ **Cut and paste from other submissions** - The score you will be given will reflect the fact that your answers are not contract specific.
- ✘ **Ignore emails from the portal** - this is our way of communicating with you during the process and they will contain important information.

## Frequently Asked Questions

### **How do I get on your approved supplier list?**

SCH does not operate an approved supplier list. We advertise each opportunity separately and all organisations who express an interest can complete the Pre-Qualification Questionnaire (PQQ) and potentially progress to the Tender stage.

### **How do I express an interest?**

Currently, you express an interest by registering your interest via the CSW-JETS site and by completing a PQQ.

### **What if I have never worked with Solihull Community Housing before?**

You do not need to have worked with SCH on a previous occasion to tender for SCH contracts.

### **Our organisation is expanding and we'd like to tender for works we haven't done before. Will we still pre-qualify?**

SCH will always request that experience in delivering a similar contract is demonstrated. It is unlikely that an organisation will pre-qualify for a contract they have no experience in delivering.

### **What is the process once our tenders are submitted?**

Each process is governed by at least one or, in some procurement processes, up to four SCH Heads of Service at various stages, each of these stages must be signed off before the next stage begins. Tenders are submitted on the CSW-JETS site and we cannot see who has submitted a tender or open them until the closing deadline has passed.

Tender evaluation is completed in two parts: Financial evaluation is completed by the Procurement Officer and Quality evaluation is completed separately by the Contract Management Team.

### **We've been invited to tender but now we think it's not suitable for us. If we withdraw from the process now, does it affect our chances in the future?**

Failure to return your tender will not preclude your organisation from tendering for future opportunities. All organisations have equal opportunities to express their interest in SCH procurement processes.

### **We returned our tender but we were unsuccessful, what information are we entitled to receive if we ask for feedback?**

We can tell you your scores compared with the highest scores for each area evaluated. We will also give you the name and the overall evaluation score of the successful tenderer. We cannot give you the rates submitted by the successful tenderer as this is commercially sensitive information. At no stage will we tell you who else participated in the tender process.

# Contact Details

## SCH Procurement Team:

Anneke Clarke – Procurement Manager  
Hitesh Bodalikar – Procurement Officer  
Stacie Williams – Procurement Officer  
Michelle Rose – Procurement Administrative Assistant



**SCH Procurement Team:**  
0121 717 1515



**SCH Procurement Team:**  
[procurement@solihullcommunityhousing.org.uk](mailto:procurement@solihullcommunityhousing.org.uk)



**SCH Procurement Team:**  
[www.solihullcommunityhousing.org.uk](http://www.solihullcommunityhousing.org.uk)

**CSW Jets:**  
<http://www.csw-jets.co.uk>