



Information Memorandum (IM)

Accompanying the PQQ

Provision of Residential Conveyancing Services 2016

2 October 2015

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1. Definitions

The definitions below shall bear the same meaning when used within the ITT documents:

| | |
|----------------------------|--|
| Applicant | means an organisation who submits a PQQ for evaluation. |
| Authority | means the London Borough of Southwark. |
| Case Types | means the individual types of matter that the successful Provider shall complete and/or advise on as described in Appendix A of the Specification. |
| Contract | means the agreement between the Authority and the successful Provider. |
| Contract Period | means the length that the Contract shall operate for which is intended to commence on 1 April 2016 and end on 31 March 2019. |
| Counsel | means a barrister or other legal advisor who is not an employee of the Provider. |
| IM | means this Information Memorandum. |
| ITT Documents | means the entire ITT suite of documents including the invitation to tender. |
| PQQ | means the Pre-Qualification Questionnaire. |
| Provider | means the organisation providing the Service. |
| Regulations | means the Public Contracts Regulations 2015. |
| Scoring Methodology | means the guidance provided in section 7.4.4 of the IM on the available range of points and the basis of scoring of the PQQ. |
| Service | means the provision of residential conveyancing services as described in the Specification. |
| Southwark | means the area/borough that the Authority's housing stock is located. |
| Specification | means the document that sets out the nature of and standards of the Service which the successful Provider must comply with. |
| Tender | means the formal offer made by those organisations invited to tender to deliver the Service for the prices that they have stated. |
| Tenderer | means those organisations who are shortlisted at PQQ stage and are invited to submit a Tender in response to the ITT Documents. |
| TUPE | means Transfer of Undertakings (Protection of Employment) Regulations 2006 |

2. Introduction

The London Borough of Southwark [hereinafter called “the Authority”] would like to thank you for expressing an interest in this Tender for the provision of residential conveyancing services [hereinafter called “the Service”]. This document provides you with general information about Southwark, the current and new Service and specific information regarding the evaluation process in relation to the attached PQQ.

3. Southwark

- 3.1. With an approximate population of 285,000, Southwark represents a thriving community, which has shown itself more than capable of adapting to its changing fortunes, the most recent of which is a bold vision of urban regeneration and innovative approaches to land use and partnership which have brought about a re-birth within the area. 40% of Southwark is currently under a regeneration programme with an estimated value of £4billion.
- 3.2. Modern Southwark is an area of contrasts. In the north around London Bridge is a thriving business district, home to financial institutions, Service companies and an emerging arts and media sector. Highly desirable riverside residential districts embody high quality design and lifestyle. Further south in Peckham is one of the biggest regeneration initiatives in the country. Heralded as best practice by visitors from all over the world, it has replaced high rise flats with houses and gardens for local families. For more information about Southwark, please go to www.southwark.gov.uk. Other large-scale regeneration is currently well underway in the Elephant & Castle and Walworth areas.
- 3.3. As in all London Boroughs, demand for council homes far outstrips supply. The Authority has embarked on an ambitious programme to build 11,000 new council homes by 2043, with the first 1,500 to be delivered by 2018.
- 3.4. Two thirds of Southwark’s population live within local wards that are recognised as having high levels of deprivation. Out of 354 local authorities and districts in England, Southwark is ranked seventeenth in terms of deprivation. One in five of Southwark’s population is below the age of fifteen; almost 50% are from a minority ethnic community; 34% of school pupils are black Africans, 15% are black Caribbean and 7% are from mixed ethnic groups. More than 100 languages are spoken.
- 3.5. Southwark borders the City of London and Tower Hamlets to the north along the River Thames, Lambeth to the west and Lewisham to the east. To the south are the London Boroughs of Bromley and Croydon. The main centres within Southwark include Borough, Elephant & Castle, Bermondsey, Rotherhithe, Walworth, Camberwell, Peckham and Dulwich. Southwark is the London Borough with the largest amount of social housing that is still under the direct control of the Council.

- 3.6. The Authority owns or manages approximately 55,000 residential properties, over 15,000 of which have been sold under the statutory right to buy and other discretionary home ownership schemes or via disposal on the open market. The vast majority of these properties are flatted accommodation and the Authority therefore remains bound to maintain and repair the buildings in which they are situated subsequent to disposal, charging and collecting a Service charge from homeowners in respect of its costs. This can equate to Service charge bills amounting to tens of thousands of pounds to individual homeowners. To assist homeowners to pay, there are a number of secured and unsecured loan options offered by the Authority.
- 3.7. The Authority's property ownership and management arrangements are often not straightforward. The Authority may be an intermediary landlord under lease agreements dating back to the 1920s or more recently through qualifying homeowners exercising their right to collectively enfranchise. A significant proportion of council homes are managed by Tenant Management Organisations.
- 3.8. There have been recent government initiatives to increase levels of home ownership, the most widely known of which is the considerable rise in the discount available to tenants qualifying for the right to buy their homes. This has caused a proportional surge in claims with application rates quadrupling and over ten times more completions per annum achieved in comparison to the previous position.
- 3.9. The Authority successfully bid for £2.25m in government funding to offer secured grants of up to £81,000 to qualifying council tenants to purchase properties on the open market and thereby releasing their council homes for re-letting.
- 3.10. Outside of home ownership schemes targeted specifically at council tenants, the property market in Southwark is very buoyant, as in all areas of London. With ex-local authority properties normally less expensive than their counterparts and relatively lower market valuations than in most other London boroughs, a considerable proportion of turnover in Southwark relates to property sold on right to buy leases or transfers.

4. Background

4.1. The current Service

- 4.1.1. The current Service is demand-led and deals with matters relating to the Authority's disposals under statutory and discretionary home ownership schemes, post-sales legal transactions arising from such disposals as well as providing advice on matters arising from these and related matters. This may range from assisting the Authority to draft new precedent leases to providing specific advice on individual cases. The current Provider deals with all Case Types as detailed in the Specification and the ITT Documents.
- 4.1.2. The Authority aims to provide professional services to all its customers in accordance with prevailing legislation and policy in a manner which strictly adheres to its financial and fiduciary duties as a public sector landlord, adding value wherever possible. In doing so, the Authority aims to provide continuous improvements and efficiencies to its current services and constantly seeks to provide new and innovative services where they may assist its customers and maximise its income. As such, tenants and homeowners are offered in excess of 60 different home ownership related services.
- 4.1.3. This Contract was last awarded in 2011. The current Contract is now in its final year and due to expire at the end of March 2016, the Authority having taken advantage of both optional yearly extensions beyond the initial three year period.
- 4.1.4. The Authority reserves the right to retain cases to be dealt with by its in-house legal team and may instruct Counsel in any matter at any time as it deems appropriate.

4.2. The new Service

- 4.2.1. The Authority is procuring a new Contract for a period of three years to commence on 1 April 2016 (subject to the successful Provider's adherence to the terms and conditions and yearly review) which will include the option, at the Authority's sole discretion, to extend the Contract Period by a maximum of two further years through the implementation of two separate one-year extensions.
- 4.2.2. The new Service will remain demand-led and shall be charged according to an agreed schedule of rates for each Case Type as specified within the Specification and ITT Documents.

- 4.2.3. The Case Types which will be covered by the new Contract are listed in question 7A (3) of the PQQ and described in detail in Appendix A of the Specification. It is essential that the successful Provider assists the Authority to complete all matters within statutory, policy-led or otherwise agreed timescales in order to protect its financial and fiduciary responsibilities.
- 4.2.4. The Authority is seeking to award the new Contract to one Provider able to offer a consistently high quality and flexible Service based on those requirements laid out in the Specification and ITT Documents.
- 4.2.5. Approximately 85 matters will be dealt with by the Authority's in-house legal team in the first business year, rising by approximately 15 matters per business year. It is not intended that more than half of the total number of matters in any business year are instructed to the Authority's in-house legal team.
- 4.2.6. The estimated volume of instructions is in the region of 500-800 matters per annum (approximately £150k to £235k per annum) although this cannot be guaranteed. Only a proportion of those matters falling under Case Types 1, 2, 3 and 4 as defined within Appendix A of the Specification (i.e. those in relation to disposals under the Right to Buy) are intended to be instructed to the Authority's in-house legal team, unless exceptional circumstances arise. All other matters falling under these and all other Case Types will be instructed to the successful Provider. The Authority shall reserve the right to choose which cases are retained to be dealt with by its in-house legal team and may instruct Counsel in any matter at any time as it deems appropriate.
- 4.2.7. The Service users will be staff employed by the Authority whose customers will benefit from the professional and efficient Service delivered by the successful Provider awarded this Contract for the provision of residential conveyancing services.
- 4.2.8. It is considered that TUPE will apply to this Contract. A detailed list of employees will be provided to those Tenderers invited to submit a Tender in response to the ITT Documents.

5. Procurement Approach and Timetable

5.1. The Regulations apply to this procurement. The Authority is using the Restricted Procedure in accordance with Regulation 28 of the Regulations. Services of the nature intended to be covered by the successful Provider are designated as “Schedule 3” Services (the Social and Other Specific Services) under the Regulations and as such are not subject to the full requirements of the Regulations. The Authority is only bound by the application of the Regulations to the extent that they are applicable to “Schedule 3” Services. The procurement is covered by Regulations 74 to 76 (the “light touch” regime). Allowing for the completion of the various formalities and Authority approvals, it is envisaged that the new Contract will commence on 1 April 2016. A summary of the procurement timetable is set out below in Table 1 and is issued as a guide. The Authority reserves the right to make amendments accordingly.

Table 1: Anticipated Procurement Timetable

| | |
|--|------------------|
| PQQ return date | 21 October 2015 |
| Issue of ITT | 19 November 2015 |
| ITT return date | 17 December 2015 |
| ITT evaluation and clarification completed | 11 January 2016 |
| Award of Contract | 26 February 2015 |
| Contract Start Date | 1 April 2016 |
| Contract End Date (initial term) | 31 March 2019 |

5.2. The procurement process will commence with a pre-qualification phase. Following evaluation of responses to all PQQs received by the Authority and in accordance with the requirements stated below in section 7 of this IM, a shortlist of the top 5 highest ranked Applicants will be selected and invited to tender. In the event that any Applicant obtains a score that is within 2% of the fifth ranked Applicant's score, the Authority reserves the right to invite those Applicants to tender as well.

6. The Evaluation Process

- 6.1. The purpose of the PQQ is to create a shortlist of Applicants which have adequately demonstrated that they have sufficient financial and economic standing and the technical capacity and ability to be considered for this Contract.
- 6.2. In order to qualify for the ITT stage, Applicants must achieve the minimum standards against each of the criteria set out in Section 7.1. Each PQQ submission will be checked and evaluated in the sequential order detailed. Only Applicants who meet or exceed the minimum pass mark after evaluating their technical and professional ability to carry out the Service will proceed to the next stage of evaluation. Any subsequent ITT issued by the Authority based on this PQQ does not imply any representation by the Authority as to an Applicant's financial stability, technical competence or ability to carry out the Service in any way.
- 6.3. As part of the shortlisting criteria, Applicants are required to have local authority residential conveyancing experience in relation to a number of key areas (see Section 7.4.4 of this IM and question 7A (3) of the PQQ).
- 6.4. The criteria below will be assessed in relation to all Applicants' responses. Please refer to Section 6.4 of this IM for further details and guidance on the scoring system used for Section 7A. The criteria which will be used to evaluate those Applicants invited to tender is detailed in the ITT Documents.
- 6.5. The evaluation panel will be made up of representatives from the Authority's housing and community services department and its in-house legal team.

7. The Evaluation

7.1. Table 2 below provides a summary of how each question within the PQQ shall be scored.

Table 2 – PQQ Scoring

| Section | | Question/s | Maximum Score Achievable | Minimum Pass Threshold |
|---------|--|--------------|--------------------------|------------------------|
| 1 | Applicant information | All | Information only | |
| 2 | Grounds for mandatory exclusion | All | Pass/Fail | |
| 3 | Grounds for discretionary exclusion (Part 1) | All | Pass/Fail | |
| 4 | Grounds for discretionary exclusion (Part 2) | Not used | Not used | |
| 5 | Economic and financial standing | All | Pass/Fail | |
| 6 | Technical and professional ability (Relevant experience and Contract examples) | All | Pass/Fail | |
| 7A | Technical and professional ability (Project specific questions) Please refer to the Scoring Methodology in Section 7.4.4 for detailed guidance on the available range of points and the basis of scoring. | 1 | 25 | 15 |
| | | 2 | 25 | 15 |
| | | 3 | 615 | 158 |
| | | 4 | 25 | 16 |
| | | 5 | 25 | 16 |
| | | 6 | 25 | 13 |
| | | 7 | 25 | 21 |
| | | 8 | 25 | 15 |
| | | Total | 790 | 269 |
| 7B | Insurance | All | Pass/Fail | |
| 7C | Compliance with equality legislation | All | Pass/Fail | |
| 7D | Environmental management | All | Pass/Fail | |
| 7E | Health and safety | All | Pass/Fail | |

7.2. The Authority will assess all PQQs in three distinct and sequential Evaluation Stages:

- Compliance checks;
- Technical evaluation; and
- Financial evaluation.

7.3. Stage One – Compliance Checks

7.3.1. The compliance checks will firstly establish that all of the information requested has been provided and all questions answered. The Authority reserves the right to reject or disqualify any Applicant submitting an incomplete PQQ.

7.3.2. The Authority will then check responses to the mandatory and discretionary criteria (i.e. responses to questions 1 to 6, 7B, 7C, 7D and 7E). The Authority is entitled to exclude Applicants from consideration if any of the mandatory or discretionary grounds for exclusion are not met.

7.3.3. The Authority will not continue to assess any PQQ which fails at Stage One.

7.4. Stage Two – Technical Evaluation: Part 1

7.4.1. Responses to questions 7A (1 to 8 and parts thereof) will be awarded a score of between 0 and 5 points, using the scoring methodology laid out in Table 3 below. Weightings against each question (or part thereof) broadly reflect the importance or complexity of individual criteria in assessing each Applicant's ability to deliver the Service. The total score shall be calculated by multiplying each score by the relevant weighting.

7.4.2. Where the Applicant is unable to achieve the minimum score with weighting against any of the questions (or part thereof), the Authority will reject the submission and will not continue to assess the PQQ further.

7.4.3. The Authority will not continue to assess any PQQ which fails at Stage Two: Part 1.

7.4.4. Table 3 below provides the Scoring Methodology for Section 7A – Technical and Professional Ability (Project specific questions)

Table 3: Scoring Methodology for Section 7A – Technical and Professional Ability (Project specific questions)

| Question | Available Range of Points and Basis of Scoring | | Weightings for Individual Questions | Minimum/Maximum Score with Weighting |
|----------|---|---|-------------------------------------|--------------------------------------|
| 1 | 0 – 5 | Sliding scale from 0 (unacceptable number of issues or risk that any unresolved issue may bring the Authority into disrepute) to 5 (no issues). | 5 | 15/25 |
| 2 | 0 – 5 | One point for each type described. No further points will be awarded for more than five different types. | 5 | 15/25 |
| 3 | Each of the 30 listed Case Types will be scored separately. If the minimum score is not achieved for those work types designated as “Essential”, the Applicant will not be invited to tender. | | | |
| | 1. Right to Buy – Leasehold Sale (Essential) | | | |
| | 0 | Less than 500 matters dealt with under this Case Type. | 5 | 15/25 |
| | 3 | 500-750 matters dealt with under this Case Type. | | |
| | 4 | 751-1000 matters dealt with under this Case Type. | | |
| | 5 | 1001 or more matters dealt with under this Case Type. | | |
| | 2. Right to Buy – Underlease (Essential) | | | |
| | 0 | No matters dealt with under this Case Type. | 5 | 5/25 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 3. Right to Buy – Freehold Sale (Essential) | | | |
| | 0 | No matters dealt with under this Case Type. | 5 | 5/25 |
| | 1 | 1-15 matters dealt with under this Case Type. | | |
| | 2 | 16-30 matters dealt with under this Case Type. | | |
| | 3 | 31-45 matters dealt with under this Case Type. | | |
| | 4 | 46-60 matters dealt with under this Case Type. | | |
| | 5 | 61 or more matters dealt with under this Case Type. | | |

| Question | Available Range of Points and Basis of Scoring | Weightings for Individual Questions | Minimum/Maximum Score with Weighting | |
|----------------|---|---|--------------------------------------|---|
| 3 continued | 4. Right to Buy – Lease of House (Desirable) | | | |
| | 0 | No matters dealt with under this Case Type. | | 5 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 5. Voluntary Disposals (Essential) | | 5/25 | |
| | 0 | No matters dealt with under this Case Type. | | 5 |
| | 1 | 1-10 matters dealt with under this Case Type. | | |
| | 2 | 11-20 matters dealt with under this Case Type. | | |
| | 3 | 21-30 matters dealt with under this Case Type. | | |
| | 4 | 31-40 matters dealt with under this Case Type. | | |
| | 5 | 41 or more matters dealt with under this Case Type. | | |
| | 6. Voluntary Disposals Staircasing (Desirable) | | 0/25 | |
| | 0 | No matters dealt with under this Case Type. | | 5 |
| | 1 | 1-10 matters dealt with under this Case Type. | | |
| | 2 | 11-20 matters dealt with under this Case Type. | | |
| | 3 | 21-30 matters dealt with under this Case Type. | | |
| | 4 | 31-40 matters dealt with under this Case Type. | | |
| | 5 | 41 or more matters dealt with under this Case Type. | | |
| | 7. Ad Hoc Disposals (Essential) | | 5/25 | |
| | 0 | No matters dealt with under this Case Type. | | 5 |
| | 1 | 1-10 matters dealt with under this Case Type. | | |
| | 2 | 11-20 matters dealt with under this Case Type. | | |
| 3 | 21-30 matters dealt with under this Case Type. | | | |
| 4 | 31-40 matters dealt with under this Case Type. | | | |
| 5 | 41 or more matters dealt with under this Case Type. | | | |

| Question | Available Range of Points and Basis of Scoring | Weightings for Individual Questions | Minimum/Maximum Score with Weighting | |
|----------------|--|---|--------------------------------------|------|
| 3 continued | 8. Buy Back of Properties (Desirable) | | | |
| | 0 | No matters dealt with under this Case Type. | 3 | 0/15 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 9. Social HomeBuy Sale (Essential) | | | |
| | 0 | No matters dealt with under this Case Type. | 5 | 5/25 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 10. Social HomeBuy Staircasing (Essential) | | | |
| | 0 | No matters dealt with under this Case Type. | 5 | 5/25 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 11. Rent to Mortgage Staircasing/Redemption (Essential) | | | |
| | 0 | No matters dealt with under this Case Type. | 5 | 5/25 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| 2 | 6-10 matters dealt with under this Case Type. | | | |
| 3 | 11-15 matters dealt with under this Case Type. | | | |
| 4 | 16-20 matters dealt with under this Case Type. | | | |
| 5 | 21 or more matters dealt with under this Case Type. | | | |

| Question | Available Range of Points and Basis of Scoring | Weightings for Individual Questions | Minimum/Maximum Score with Weighting | |
|----------------|--|---|--------------------------------------|-------|
| 3 continued | 12. Right to a Shared Ownership Lease Staircasing (Desirable) | | | |
| | 0 | No matters dealt with under this Case Type. | 3 | 0/15 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 13. Equity Shares (Desirable) | | | |
| | 0 | No matters dealt with under this Case Type. | 3 | 0/15 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 14. Equity Shares Staircasing (Desirable) | | | |
| | 0 | No matters dealt with under this Case Type. | 3 | 0/15 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 15. Cash Incentive Charge/Discharge (Essential) | | | |
| | 0 | Less than 10 matters dealt with under this Case Type. | 5 | 10/25 |
| | 2 | 10-20 matters dealt with under this Case Type. | | |
| 3 | 21-30 matters dealt with under this Case Type. | | | |
| 4 | 31-40 matters dealt with under this Case Type. | | | |
| 5 | 41 or more matters dealt with under this Case Type. | | | |

| Question | Available Range of Points and Basis of Scoring | Weightings for Individual Questions | Minimum/Maximum Score with Weighting | |
|----------------|---|--|--------------------------------------|-------|
| 3 continued | 16. Mandatory Service Charge Loan (Desirable) | | | |
| | 0 | No matters dealt with under this Case Type. | 1 | 0/5 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 17. Redemption of Mandatory Service Charge Loan (Desirable) | | | |
| | 0 | No matters dealt with under this Case Type. | 1 | 0/5 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 18. Voluntary Service Charge Loan (Essential) | | | |
| | 0 | Less than 100 matters dealt with under this Case Type. | 5 | 15/25 |
| | 3 | 101-150 matters dealt with under this Case Type. | | |
| | 4 | 151-200 matters dealt with under this Case Type. | | |
| | 5 | 201 or more matters dealt with under this Case Type. | | |
| | 19. Redemption of Voluntary Service Charge Loan (Desirable) | | | |
| | 0 | No matters dealt with under this Case Type. | 2 | 0/10 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| 4 | 16-20 matters dealt with under this Case Type. | | | |
| 5 | 21 or more matters dealt with under this Case Type. | | | |

| Question | Available Range of Points and Basis of Scoring | Weightings for Individual Questions | Minimum/Maximum Score with Weighting | |
|----------------|---|---|--------------------------------------|------|
| 3 continued | 20. Equity Loan (Desirable) | | | |
| | 0 | No matters dealt with under this Case Type. | 3 | 0/15 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 21. Redemption of Equity Loan (Desirable) | | | |
| | 0 | No matters dealt with under this Case Type. | 3 | 0/15 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 22. Redemption of Right to Buy Discount Charge (Desirable) | | | |
| | 0 | No matters dealt with under this Case Type. | 1 | 0/5 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 23. Transfer of Equity – Right to Buy Discount Repayment Period (Desirable) | | | |
| | 0 | No matters dealt with under this Case Type. | 1 | 0/5 |
| 1 | 1-5 matters dealt with under this Case Type. | | | |
| 2 | 6-10 matters dealt with under this Case Type. | | | |
| 3 | 11-15 matters dealt with under this Case Type. | | | |
| 4 | 16-20 matters dealt with under this Case Type. | | | |
| 5 | 21 or more matters dealt with under this Case Type. | | | |

| Question | Available Range of Points and Basis of Scoring | Weightings for Individual Questions | Minimum/Maximum Score with Weighting | |
|-----------------------|---|---|--------------------------------------|-------|
| 3 continued | 24. Licence for Alterations (Essential) | | | |
| | 0 | No matters dealt with under this Case Type. | 5 | 5/25 |
| | 1 | 1-10 matters dealt with under this Case Type. | | |
| | 2 | 11-20 matters dealt with under this Case Type. | | |
| | 3 | 21-30 matters dealt with under this Case Type. | | |
| | 4 | 31-40 matters dealt with under this Case Type. | | |
| | 5 | 41 or more matters dealt with under this Case Type. | | |
| | 25. Lease Extensions (Essential) | | | |
| | 0 | Less than 30 matters dealt with under this Case Type. | 5 | 15/25 |
| | 3 | 30-45 matters dealt with under this Case Type. | | |
| | 4 | 45-60 matters dealt with under this Case Type. | | |
| | 5 | 61 or more matters dealt with under this Case Type. | | |
| | 26. Deeds of Rectification (Essential) | | | |
| | 0 | Less than 20 matters dealt with under this Case Type. | 5 | 15/25 |
| | 3 | 20-30 matters dealt with under this Case Type. | | |
| | 4 | 31-40 matters dealt with under this Case Type. | | |
| | 5 | 41 or more matters dealt with under this Case Type. | | |
| | 27. Deeds of Variation (Essential) | | | |
| | 0 | Less than 10 matters dealt with under this Case Type. | 5 | 15/25 |
| | 3 | 10-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 28. Collective Enfranchisement (Essential) | | | |
| | 0 | No matters dealt with under this Case Type. | 5 | 5/25 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| 5 | 21 or more matters dealt with under this Case Type. | | | |

| Question | Available Range of Points and Basis of Scoring | Weightings for Individual Questions | Minimum/Maximum Score with Weighting | |
|-----------------------|---|---|--------------------------------------|-------|
| 3 continued | 29. Collective Enfranchisement Leaseback (Essential) | | | |
| | 0 | No matters dealt with under this Case Type. | 5 | 5/25 |
| | 1 | 1-5 matters dealt with under this Case Type. | | |
| | 2 | 6-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 30. Sale of Freehold Reversionary Interests (Essential) | | | |
| | 0 | Less than 10 matters dealt with under this Case Type. | 5 | 15/25 |
| | 3 | 10-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| | 5 | 21 or more matters dealt with under this Case Type. | | |
| | 31. Individual Enfranchisement of Houses (Essential) | | | |
| | 0 | Less than 5 matters dealt with under this Case Type. | 4 | 8/20 |
| | 2 | 5-10 matters dealt with under this Case Type. | | |
| | 3 | 11-15 matters dealt with under this Case Type. | | |
| | 4 | 16-20 matters dealt with under this Case Type. | | |
| 5 | 21 or more matters dealt with under this Case Type. | | | |

| Question | Available Range of Points and Basis of Scoring | Weightings for Individual Questions | Minimum/Maximum Score with Weighting |
|----------|---|-------------------------------------|--------------------------------------|
| 4 | General skill levels (partners) – <u>highest level of education</u> . Figures for partners provided in the left hand side of Tables 7A(T1) and 7A(T2) will be added together. | | |
| | Percentage of partners with professional qualifications as their highest level of education: 0 Less than 75% 3 75% to 99% 5 100% | 5 | 16/25 |
| | Percentage of partners with degree level qualifications as their highest level of education: 0 20% or more 2 1% to 20% | | |
| | Percentage of partners with A-level or equivalent qualifications as their highest level of education: 0 10% or more 1 1% to 10% | 1 | |
| 5 | General skill levels (fee earners) – <u>highest level of education</u> . Figures for fee earners in the left hand side of Tables 7A(T1) and 7A(T2) will be added together. | | |
| | Percentage of fee earners with professional qualifications as their highest level of education: 0 Less than 60% 3 60% to 99% 5 100% | 5 | 16/25 |
| | Percentage of fee earners with degree level qualifications as their highest level of education: 0 More than 40% 2 1% to 40% | | |
| | Percentage of fee earners with A-level or equivalent qualifications as their highest level of education: 0 25% or more 1 Less than 25% | 1 | |

| Question | Available Range of Points and Basis of Scoring | Weightings for Individual Questions | Minimum/Maximum Score with Weighting | |
|--|--|--|--------------------------------------|-------|
| 6 | General skill levels (partners) - <u>work experience</u> . Figures for the number of partners in the right hand side of Tables 7A(T1) and 7A(T2) will be used. | | | |
| | 0 Percentage of partners with 10+ years of work experience: Less than 50% 2 50% to 99% 5 100% | 5 | 13/25 | |
| | 0 Percentage of partners with 5-10 years of work experience: 20% or more 1 1% to 20% | | | 3 |
| | 7 | General skill levels (fee earners) - <u>work experience</u> . Figures for the number of fee earners in the right hand side of Tables 7A(T1) and 7A(T2) will be used. | | |
| 0 Percentage of fee earners with 10+ years of work experience: Less than 40% 3 40% to 69% 4 70% to 99% 5 100% | | 5 | | 21/25 |
| 0 Percentage of fee earners with 5-10 years of work experience: More than 60% 2 31% to 60% 4 1% to 30% | | | 3 | |
| 8 | | Percentage of permanent staff (Partners & Fee Earners) – Total staff numbers specified in Tables 7A(T1) and 7A(T2) will be used to calculate the percentage of permanent staff who can undertake residential conveyancing work. | | |
| | 0 Percentage of permanent staff (Partners & Fee Earners): Less than 60% 3 60% to 99% 5 100% | 5 | 15/25 | |

7.1. Stage Two – Technical Evaluation: Part 2

- 7.1.1. The Authority will consider the Applicant's relevant experience and contract examples provided against question 6 of the PQQ to assess whether it has sufficient experience to successfully deliver the Service.
- 7.1.2. The Authority may approach named customer contacts and reserves the right to choose whether it does so and which organisations it may seek confirmation information from, if at all.
- 7.1.3. The Authority will not continue to assess any PQQ which fails at Stage Two: Part 2.

7.2. Stage Three – Financial Evaluation

- 7.2.1. Applicants must be in a sound financial position to participate in a procurement of this value, as set out in Regulation 58 of the Regulations.
- 7.2.2. The Applicant must be financially sound and have sufficient financial resources to undertake the Service. Accordingly, the Authority will arrange for a financial risk assessment of the Applicant's PQQ submission to be carried out by Experian. The Authority intends to obtain all of the assessments on the same day. Each Applicant must obtain an Experian rating of 50:1 or higher. Applicants may obtain information regarding their financial risk rating before submitting a PQQ from Experian (www.experian.co.uk).
- 7.2.3. To achieve a pass in the financial assessment, Applicants must demonstrate all of the following:
 - A turnover of £470,000 or more;
 - A credit rating of 50:1 or higher; and
 - An acceptable level of financial risk for the Authority.
- 7.2.4. It should be noted that the Authority reserves the right to reassess any Applicant's financial position at any time up to contract award to confirm that it meets with the requirements of this PQQ.
- 7.2.5. The Authority will not invite an Applicant to tender which fails the PQQ evaluation process at Stage Three.

7.3. Ranking sub-stage

Following the Authority's assessment of all received PQQs, Applicants passing all three Evaluation Stages will be ranked in order of the cumulative weighted scores pertaining to question 7A of the PQQ. The Authority will draw up a shortlist of those organisations who have met or exceeded the minimum pass threshold and achieved the highest scores. A shortlist of the top **5** highest ranked Applicants will be selected and invited to tender. In the event that any Applicant obtains a score that is within 2% of the fifth ranked Applicant's score, the Authority reserves the right to invite those Applicants to tender as well.

7.4. ITT

The evaluations of the Tenderers' ITT submissions will be scored on a weighted 70:30 price/quality basis. More detailed information is provided in the ITT Documents provided at the same time as this IM.

7.5. Right to cancel or vary the process

The Authority reserves the right to:

- cancel the selection and evaluation process at any stage; and/or
- require an Applicant to clarify its submission in writing and/or provide additional information; and/or
- amend the terms and conditions of the tendering process.

7.6. Disclaimer Clauses

- 7.6.1. These particulars do not constitute the whole or any part of an offer or Contract.
- 7.6.2. This document is supplied entirely without prejudice and neither the Authority nor its advisors accept any responsibility as to the accuracy thereof or otherwise or shall incur any liability arising out of any reliance being placed on it.
- 7.6.3. All Applicants must satisfy themselves as to the suitability or correctness of any statement.

7.7. Bribery and Corruption Clauses

- 7.7.1. If the Authority in its sole discretion considers that in relation to the tendering process there has or may or appears to have been the possibility that any party (or with or without its knowledge employees, agents or persons acting on its behalf) has:
 - offered or given or agreed to give any persons a gift or consideration of any kind as an inducement or regard for doing or forbearing to do or for having done or forborne to do any action; or
 - shown or forborne to show favour or disfavour to any person; or
 - committed any offence under the Bribery Act 2010 or has given or offered any fee or reward the receipt of which is an offence under section 17(2) of the Local Government Act 1972,
- 7.7.2. The Authority reserves unilaterally the right to cancel and render void the tendering process and/or to withdraw any ITT Documents and/or considering any proposal submitted shall not be liable to any third party costs, disbursements or otherwise arising as a direct or indirect result of such cancellation, withdrawal or non-consideration as aforesaid.