**Procurement Specification – Request for Quotation**

**Renters Charter**

**Single Point of Contact Number**

# Introduction

The London Borough of Lambeth (the Council) have recently introduced a Renters Charter (the Charter), published on the website here - [www.lambeth.gov.uk/your-renting-rights](http://www.lambeth.gov.uk/your-renting-rights)

The Charter provides advice and information to private renters in the borough about their rights and responsibilities. The Charter covers the following areas:

1. How a tenant and a lodger differ
2. The tenancy agreement
3. Deposit Protection
4. Inventories
5. Letting agent fees
6. The information that a landlord should provide prior to a tenancy being taken up
7. Property standards
8. HMOs
9. Licensing
10. How private and social tenants can complain about property conditions
11. How a landlord should respond to a request for repairs
12. Retaliatory eviction
13. Leasehold/freehold matters
14. The powers of the Council
15. Right to Rent checks
16. Discrimination
17. Rent increase and financial help
18. Redress schemes
19. Eviction and leaving a home

# Contract Specification

The Council wishes to procure a third-party provider to respond to requests for information and help via telephone calls made by persons making use of the information provided in the Charter.

The successful provider will note that from time to time the Charter will be updated to ensure it remains current and up to date. The Council will expect the contracted provider to remain competent in all areas of the Charter (including updates).

In addition, the contracted provider will provide advice and assistance to private tenants in their application for a Rent Repayment Order (RRO). Where it is a person in receipt of Local Housing Allowance the contracted provider will refer the case to the Council to consider seeking an RRO.

The contracted provider will need to respond to a dedicated telephone number, which will be a Council number monitored by the contract organisation for Lambeth residents to call within defined hours, being

* Mon to Fri – 8:00 to 18:30 hours
* Sat – 10:00 to 13:00 hours
* Sun - Closed

The contracted provider will provide expert advice to the callers on all aspects of the Charter and will aim to resolve matters without redirecting to the Council.

Where necessary the contracted provider will refer/sign post callers to the appropriate services within the Council or external agencies/organisations.

Where the contracted provider refers to another service, they will ensure all relevant details are provided in writing to the service, to include as a, minimum:

* Name, address, email and contact numbers of the complainant.
* Name, address, email and contact numbers for any relevant third parties, e.g. landlord details, advocate details, etc.
* Whether the person considers themselves vulnerable and for what reason
* A full briefing of the salient matters being referred.

The Council will ensure that the contracted provider is provided with the relevant contact details for the various services within the Council.

Where referred matters relate to making a request for service to the Council in relation sub-standards the contracted provider will ensure that before referring:

* Where it is a private renter, they have exhausted the process defined in the Deregulation Act 2005 to minimise the risk of retaliatory eviction.
* Where it is a social tenant of a Registered Provider (RP), that they have exhausted the internal complaints process with their RP and with the Housing Ombudsman before referring to the Council.
* Where it is a leaseholder, they have sought advice via LEASE and exhausted civil remedy before referring to the Council.

Where advice is given, the contracted provider will, where possible, follow up the verbal advice given in writing (by email), summarising the advice and any subsequent actions taken.

# Expected Volumes

As this is a new area of work for the Council, it has no data to support the number of likely contacts expected in this contract.

As an estimate, the Council expect the proposed provider to price their tender on the basis of managing 50 contacts a week. The process should be inclusive of all the follow up work required for that volume of work.

When providing a tender the Council expect the tenderer to propose a pricing regime. The Council expect the tenderer to base this on their own experience of providing this form of service. For instance this could be a fixed price for a defined number of contacts per week and then a price per contact after this or a fixed sum regardless of the number of contacts per week, or a fixed price for a defined number of contacts per week with a further price for an additional defined number of contacts.

# Performance Monitoring

The contracted provider will monitor the performance of the service provided to the Council, in terms of outputs and outcomes. In particular the Council expect to receive reports on the following:

1. Numbers of contacts, by ‘new enquiry’ and ‘repeat enquiry’.
2. Nature of enquiry, by categories to be agreed with the Council.
3. Average contact time (median and average).
4. Numbers of contacts dealt with in one contact.
5. Number of contacts dealt with in multiple contacts.
6. Number of unwanted contacts (contacts where the person making contact has had to re-contact unnecessarily to achieve resolution), by categories to be agreed with the Council.
7. Number of contacts referred, by categories to be agreed with the Council.
8. Percentage of satisfactorily resolved enquiries.

The contracted provider will implement a pre-determined customer feedback regime to monitor the satisfaction of the service provided. The questions and nature of the regime to be agreed with the Council, though the Council welcome suggestions as a part of the providers tender.

# Equalities Monitoring

The contracted provider will implement pre-determined equalities monitoring of the customers. The questions and nature of the regime to be agreed with the Council, though the Council welcome suggestions as a part of the providers tender.

The contracted provider will provide anonymised results of the equalities monitoring on a quarterly basis to the contract manager along with suggestions on how to mitigate any identified gaps in service provision.

# Timescales for the Quotation

A timetable for the selection process is detailed below (please note these dates may be varied at the council’s own discretion)

|  |  |  |
| --- | --- | --- |
| **Stage** | **Component** | **Indicative timescale** |
| Request for quotation | Publication of Request for Quotation | 14 April 2021 |
| Proposal submission deadline | 10 May 2021 |
| Contract Commencement | Successful applicant commences contract | 1 August 2021 |
| Contract End | Contract Completion | 31 July 2023 |

All questions relating to this request for quotes, including site visits, must be emailed to Mark Preston, Head of Private Sector Enforcement and Regulation, [MPreston@lambeth.gov.uk](mailto:MPreston@lambeth.gov.uk) .

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# Format of Response

In preparing your proposal you should refer to the contract specification set out at section 2, the expected volumes (section 3), the performance monitoring (section 4) and the separate document entitled tenant charter. You should specifically answer the Method Statement Questions (section 9), and your completed Price Proposal (please see section 10). Your response should be limited to 5,000 words, excluding appendances.

# Price Quality Ratio for Evaluation of Proposal

The ratio that will be used to evaluate the proposals is as follows:

* 1. Price – 40% - Based on the Pricing Proposal
  2. Quality – 60% - Based on the response to the Method Statement

# Method Statement for Quality Assessment and Required Response Questions

The response to the Method Statement will be used as the basis for evaluating the quality element of the response.

|  |  |  |
| --- | --- | --- |
| **Method Statement Questions** | **Marks Available** | **Weighting** |
| 1. Please set out your knowledge and experience of matters relating to the private rented sector, using the tenant charter as the framework of the areas to cover. | 0-5 | 20 |
| 1. Please set out how you will meet the performance monitoring requirements | 0-5 | 10 |
| 1. Please set out how you will provide advice and assistance to private tenants in their application for a Rent Repayment Order. | 0-5 | 20 |
| 1. Your proposal as to how you will provide the advice service within the hours defined at section 2. | 0-5 | 10 |
| **Total (Quality Score)** |  | **60** |

The components which are indicated with the appropriate weightings will be evaluated by the panel and the appropriate score will be agreed. The score achieved for this section will be weighted at 60% to give the final score for quality (Quality Score).

* The Quality Score will be added to the Price Score to determine the Final score.
* The council reserves the right to challenge any information provided in response to the Request for Quotation and request further information in support of any statements made therein.
* Potential Providers’ responses must clearly demonstrate how they propose to meet the requirements set out in the question and address each element in the order they are asked.
* Potential Providers’ responses should be limited to, and focused on each of the component parts of the question posed. They should refrain from making generalized statements and providing information not relevant to the topic.
* Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas including identifying key sections within responses.

Potential providers will be marked in accordance with the following marking scheme:

|  |  |
| --- | --- |
| 0 | Failed to address the question/issue. |
| 1 | An unfavourable response/answer/solution. There is limited or poor evidence of skill/experience sought; a high risk that relevant skills will not be available. |
| 2 | Less than acceptable. The response/answer/solution/information lacks convincing evidence of skill/experience sought; lack of real understanding of requirement or evidence of ability to deliver; medium risk that relevant skills or requirement will not be available. |
| 3 | Acceptable response/answer/solution/information to the particular aspect of the requirement; evidence has been given of skill/experience sought. |
| 4 | Above acceptable – response/answer/solution/information demonstrates real understanding of the requirement and evidence of ability to meet it (based on good experience of the specific provision required or relevant experience of comparable service or supply. |
| 5 | Excellent – response/answer/solution provides real confidence based on experience of the service or supply provision required. Response indicates that the supplier will add real value to the organisation with excellent skills and a deep understanding of the service or supply requested. |

# Price Evaluation

For price, each submission will be assessed on the total cost of delivering the service taking account of the expected volumes (section 3) and how volumes above this expectation are considered and proposed to be priced.

The Quality Score will be added to the Price Score to determine the Final score. The Council will select a supplier on a most economically advantageous tender (MEAT) basis.

Price proposals should be returned by completing the table below (please insert your pricing in the green sections).

|  |  |
| --- | --- |
| **Pricing Schedule** | **Total cost**  **(excluding VAT)** |
| Price for managing 50 contacts a week | £ |
| Pricing for managing contacts over and above 50 per week | £ |
| **Total Contract Cost** **(For Evaluation)** | **£** |