



Pre-Tender Market Engagement

Tenancy Deposit Protection Schemes (Insurance)

Ref: CPD/004/120/008

Authority: Ministry of Housing, Communities and Local Government (MHCLG)
("the Authority").

Date Response required: 16.00 hrs (GMT) on 30 September 2019

1 PURPOSE

- 1.1 This Pre-Tender Market Engagement (PTME) seeks information in preparation for the potential procurement of Suppliers (from herein referred to as a "**Potential Supplier(s)**") to provide Tenancy Deposit Protection Schemes (Insurance). The purpose of this PTME is to:
 - 1.1.1 help define the requirement;
 - 1.1.2 help provide a better understanding of the feasibility of the requirement;
 - 1.1.3 understand the best approach;
 - 1.1.4 understand the capacity of the market to deliver and possible risks involved;
 - 1.1.5 provide the market with an opportunity to ask questions, raise queries and any issues to be addressed at an early stage. This includes the holding of a Supplier Day.
- 1.2 The Authority shall maintain commercial confidentiality of information received during the PTME.

2 INTRODUCTION

- 2.1 The purpose of the schemes is to provide assurance that should a landlord or agent default on repayment of a security deposit to their tenant (where repayment is legitimately required), the scheme will repay the appropriate proportion of the deposit.
- 2.2 Schemes will be commissioned for up to a maximum period of three (3) years. The service commencement date for the Schemes will be no earlier than 1st April 2020, but this will be dependent on assessing the time necessary to commence full services with prospective suppliers of schemes. The commencement date will be determined by the transition period required for the service to be implemented.

3 HIGH LEVEL OUTLINE PROJECT OUTCOMES REQUIRED

- 3.1 The Scheme(s) shall be fully compliant with all appropriate legislative requirements including the Tenancy Deposit requirements in the Housing Act 2004. Other legislative requirements are contained in the accompanying Statement of Requirements document.
- 3.2 The Scheme (s) shall provide adequate insurance or similar financial guarantee backing to ensure that where a landlord or agent defaults on the Deposit the tenant does not lose his money and the Scheme responds to compensate the tenant.
- 3.3 The Scheme (s) shall provide for an effective Alternative Dispute Resolution system to ease the handling of disputes at the end of a tenancy and offer a robust and efficient and free at the point of use, alternative to the courts.

4 OUTPUTS/DELIVERABLES

4.1 Details of the outputs are included in the Statement of Requirements document.

5 KEY DATES & TENDERING PROCESS

5.1 If it is decided this service is required, it is anticipated that the tender will be conducted under the Concession Contracts Regulations 2016 and will be opened in October 2019 via the publication of contract notice in the Official Journal of the European Union.

5.2 These indicative dates are for information purposes only. MHCLG reserve the right to amend these dates at any time, and Potential Suppliers rely on them entirely at their own risk.

5.3 The contracts are expected to be for a period of up to 3 years.

5.4 Responses to the Prior Information Notice are required by 16.00 hrs on Monday 30th September 2019.

5.5 MHCLG will hold a Supplier Day on Friday 20th September from 2pm to 5.30pm. The Supplier Day will be held at MHCLG, 2 Marsham Street, London, SW1P 4DF.

5.6 In order to attend the Supplier Day, interested suppliers should register their interest by submitting a message via the Bravo portal (see further instructions around accessing Bravo in section 7 below).

5.7 The contract notice is expected to be published in mid-October 2019.

5.8 The Tender Response period is expected to end in mid-November 2019.

5.9 The contract award date is planned for early January 2020.

6 RESPONSE

6.1 Please respond via <https://dclg.bravosolution.co.uk> with the following information by 16.00 hrs (GMT) on Monday 30 September 2019 (the “Response Deadline”).

Q1 Would you be interested in bidding for this project?

Q2 Is this project deliverable in the timeframe proposed?

Q3 How long would you expect it to take to implement a full service, starting from the contract award date?

Q4 What would the key risks be of setting up and running a scheme which meets the Authority’s requirements?

Q5 Is what the Authority asking for clear?

Q6 What, if anything, has the Authority missed or overlooked in setting out their requirement?

Q7 Is there anything here which is irrelevant, outdated or unnecessary?

Q8 Please detail the indicative costs and fees to landlords or agents for using the scheme. *Separate Costs/Charges spreadsheet to be completed.*

7 QUESTIONS AND CLARIFICATIONS

7.1 Potential Suppliers may raise questions or seek clarification regarding any aspect of this PTME document at any time prior to **16.00 hrs (GMT) on Monday 23 September 2019**.

7.2 Questions must be submitted via dclg.bravosolution.co.uk by using the 'Messages' function within the event '*pqq_10 - Tenancy Deposit Protection Schemes (Insurance) - Expression of Interest*'. To use this service:

Register for a free account at <https://dclg.bravosolution.co.uk>

Click the 'PQOs Open To All Suppliers' link. (These are Selection Questionnaires open to any registered supplier).

- Click on the relevant PQQ to access the content.
- Click the 'Express Interest' button at the top of the page.
- This will move the PQQ into your 'My PQOs' page. (This is a secure area reserved for your projects only) You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ Details' box

Click 'My Response' under 'PQQ Details', you can choose to:

- 'Create Response', or,
- 'Decline to Respond' (please give a reason if declining).

You can now use the 'Messages' function to communicate with the Authority and seek any clarification. Follow the onscreen instructions to complete the PQQ. There may be a mixture of online & offline actions for you to perform. You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance please consult the online help, or contact the eTendering help desk.

7.3 To ensure that all Potential Suppliers have equal access to information regarding this PTME exercise, responses to questions raised by Potential Suppliers will be published in a "Questions and Answers" document, which will also be circulated via the Bravo portal, with updates appearing at regular intervals (approximately two to three working days).

7.4 Responses to questions will not identify the originator of the question.

7.5 If a Potential Supplier wishes to ask a question or seek clarification without the question and answer being revealed, then the Potential Supplier must state this in their email and provide its justification for withholding the question and any response. If the Authority does not consider that there is sufficient justification for withholding the question and the corresponding response, the Potential Supplier will be invited to decide whether:

7.5.1 the question/clarification and the response should in fact be published; or

7.5.2 it wishes to withdraw the question/clarification.

8 GENERAL CONDITIONS

8.1 This PTME will help the Authority to refine the requirements and to understand the potential level of interest in the delivering requirements. It will also aid Potential Supplier's understanding of the requirements in advance of any formal competitive tender exercise.

- 8.2 The Authority reserves the right to change any information contained within this PTME at any time, and Potential Suppliers rely upon it entirely at their own risk.
- 8.3 The Authority reserves the right not to proceed with a competitive tender exercise after this PTME or to award any contract.
- 8.4 Any and all costs associated with the production of such a response to this PTME must be borne by the Potential Supplier.
- 8.5 Information contained within this document is confidential and must not be revealed to any third party without prior written consent from the Authority.
- 8.6 No down-selection of Potential Suppliers will take place as a consequence of any responses or interactions relating to this PTME.
- 8.7 The Authority expects that all responses to this PTME will be provided by Potential Suppliers in good faith to the best of their ability in the light of information available at the time of their response.
- 8.8 No information provided by a Potential Supplier in response to this PTME will be carried forward, used or acknowledged in any way for the purpose of evaluating the Potential Supplier, in any subsequent formal procurement process.