



INVITATION TO TENDER

Residential Property Lettings Management Agent

Contract Reference: RBGKEW/186

Part 5: Response Document

This page must be the front cover sheet of your submission

Contact Details for this Quotation

Organisation Name	
Contact Name	
Telephone Number	
E-mail Address	
Correspondence Address	

PROPOSAL QUESTIONNAIRE

The bidders are to answer each question in the order presented along with the Non-Collusive Declaration and Form of Tender (included below).

When submitting your Tender please do not exceed 12 sides of A4 pages for all questions. Please submit following the order below and clearly state the Question Heading:

1	Please provide evidence that you are a member of the National Approved Letting Scheme, or one of the professional bodies that support it. These are:- <ul style="list-style-type: none"> • The Association of Residential Letting Agents (ARLA) • The Royal Institution of Chartered Surveyors (RICS) • The National Association of Estate Agents (NAEA). 	
2	Please confirm that you have, or will have in place at the commencement of the <ul style="list-style-type: none"> • Public liability insurance of £10m for each and every occurrence or series of occurrences arising out of any one occurrence. • Professional Indemnity insurance of £10m for each and every occurrence or series of occurrences arising out of any one occurrence. 	
3	Experience	Please provide details of relevant experience of managing properties of a similar type to those described within the Kew, or a comparable, area.
4	Letting	Describe the process that your organisation would go through in order to let the properties including any specific checks that would be undertaken prior to letting.
		Describe the type of tenants you are likely to let to and your rationale behind this.
5	Disputes	Provide information on your policies and procedures for dealing with disputes with tenants.
		Describe your approach for dealing with anti-social behaviour by a tenant
		Describe your expected standards in regards to gas and electrical safety as well as other health and safety requirements
6	Property Management	Where the tenant will be obligated to reimburse RBG Kew for the cost of repairs. How would you ensure that your obligations in regards to repairs are met?
		Describe how you would ensure that the property was managed and monitored on a day to day basis.
7	Financial arrangements	Describe the financial model and arrangement you would propose to put in place to meet the requirements of any eventual lease agreement and provide the RBG Kew with its relevant rental payment. Please specifically state whether this will be in advance or in arrears.
		Describe how you would manage loss of income through voids and the void rate you would expect to see.
		How you will ensure that the property is maintained at and returned in the condition it was received in.
		How would you propose to manage the costs associated with Council Tax and utilities during occupied and void periods
8	Fees	Please indicate which of the services set out in the Statement of Requirements is included in your management fee and which incur an additional charge: <ul style="list-style-type: none"> • Please provide the Letting, Renewal, Rent Receipt & Management fee expressed as % of rent. • Additional applicable fees

NB: Please also provide an example of your standard management agreement / Terms & Conditions.

NON COLLUSIVE DECLARATION

I/We certify that we have submitted a bona fide bid and that we will not fix or adjust the amount of any bid by or under or in accordance with any agreement or arrangement with any other person. We also certify that we will not at any time before the hour and date specified for the return of the bid;

- a) communicate to any person the amount of the proposed bid, except where the disclosure, in confidence, of the approximate amount of the bid is necessary to obtain insurance premium tenders required for the preparation of the Tender.
- b) enter into any agreement or arrangement with any other person, whether that s/he shall refrain from bidding on this or any other contract, or as to the amount of any bid to be submitted or any other reason amounting to price-fixing or membership of a cartel.
- c) offer to pay or give or agree to pay or give any sum of money or any consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other bid or proposed bid for this or any other contract or any act or thing of the sort described above.
- d) In this declaration, the word 'person' includes any persons or any body or association, corporate or incorporate, and any agreement or arrangement includes any such transaction, formal or informal, whether legally binding or not.

We the undersigned have read and agreed to the aforementioned declarations and agreements directly associated with the requirements contained within this quote document.

Signature	
Date	
Name (please print)	
Position in Company	
Company Name	
Address	

FORM OF TENDER

I/We*Insert Name of Company/Organisation* having examined the Invitation to Submit a Proposal, Terms and Conditions and Statement of Requirements hereby offer, in accordance therewith, to carry out the specific services detailed in the Statement of Requirements at the prices stated within the commercial response document.

I/We undertake to carry out the services offered upon the receipt of your formal written order to supply.

I/We agree that the insertion by me/us of any conditions qualifying this tender or any unauthorised alteration to any of the tender documents shall not affect the contract or the contract Conditions and may cause the tender to be rejected.

I/We hereby declare that I/We do not practise any form of discrimination on the grounds of colour, race, ethnic or national origins, and if my/our tender is accepted I/We will enter into a contract with the Authority containing a clause prohibiting such discriminations.

I/We understand that you are not bound to accept the highest or any tender you may receive.

I am/We are,

Signature	
Date	
Name (please print)	
Position in Company	
Company Name	
Address	

Signature	
Date	
Name (please print)	
Position in Company	
Company Name	
Address	