



HM Land Registry

Refurbishment of Office Space at HM Land Registry's Croydon Office

Questionnaire

This document should be completed and returned in accordance with the Instructions for Completion contained within the **Questionnaire**.

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Completed QUESTIONNAIRE Submission Date:	No later than 11:00hrs on Tuesday 24 November 2015

1.1 INTRODUCTION

This Questionnaire sets out the information which is required by Land Registry in order to assess the suitability of potential suppliers to be selected to participate in a tender exercise. Following review of responses to the Questionnaire, Land Registry intends to arrive at a short list of no more than 6 potential suppliers who will be invited to participate in a formal procurement exercise. The short list will include Land Registry's incumbent Total FM Provider.

Shortlisting of submitted questionnaires will be carried out by assessing the following questions, with following maximum scores:

- Organisation History (10%)
- Consortia / Sub Contracting (Information only)
- Experience & Capability (90%)
 - relevant construction experience (30%)
 - 'Contractor's Designed Portion' experience (20%)
 - Added Value (10%)
 - ensuring quality of service (10%)
 - sustainability (5%)
 - SME and local supply chain (5%)
 - Team structure (10%)
- Disputes/Prosecutions/Notices (Pass/Fail)

No information contained in this Questionnaire, or in any communication made between Land Registry and any potential supplier in connection with this Questionnaire, shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered in accordance with this Questionnaire. Land Registry reserves the right, subject to the appropriate procurement regulations, to change without notice the basis of, or the procedures for, the competitive tendering process or to terminate the process at any time. Under no circumstances shall Land Registry incur any liability in respect of this Questionnaire or any supporting documentation.

The object of this Questionnaire is to assess the responses and select potential suppliers to proceed to the next stage of the procurement.

In assessing the answers to the following questions, the Authority will be seeking evidence of the potential supplier's suitability to perform the services outlined in paragraph 1.2.

Land Registry will not reimburse any costs incurred by potential suppliers in connection with preparation and submission of their responses to this Questionnaire.

1.2 BACKGROUND INFORMATION

Her Majesty's Land Registry (Land Registry), established in 1862, is a government department in its own right, an executive agency and a trading fund that makes no call on monies voted by Parliament. By statute, it is required to ensure that its income from fees covers all of its expenditure under normal operating conditions.

Land Registry comprises the Registration of Title Department, dealing with its main business, and the much smaller Land Charges and Agricultural Credits Departments.

Land Registry's mission is to provide the world's best service for guaranteeing ownership of land and facilitating property transactions.

Land Registry's principal aims are:

- To maintain and develop a stable and effective land registration system throughout England and Wales as the cornerstone for the creation and free movement of interests in land;
- On behalf of the Crown, to guarantee title to registered estates and interests in land for the whole of England and Wales;
- To provide ready access to up-to-date and guaranteed land information, enabling confident dealings in property and security of title;
- To provide Land Charges and Agricultural Credits services.

Building on more than 140 years' experience, Land Registry has developed state-of-the-art ICT systems through which all the registration work is processed. The computerised register, guaranteed and accessible online to anyone, handles in the region of 4.5 million transactions and 11 million enquiries annually; the register is the largest online transactional database globally and the security of the data fully meets ISO27001 standards.

The Land Register, comprising of 24 million titles, has been open to public inspection since December 1990.

More information about Land Registry can be found at www.landregistry.gov.uk

1.3 THE REQUIREMENT

The Task comprises the Building Refurbishment Works at the Land Registry (LR) Croydon Office. These Works are required in order to consolidate office space on one floor of the building. Target date for completion of these works is January 2016.

Land Registry is seeking to appoint an experienced Contractor specialising in Office refits/ refurbishments to refit Trafalgar House, to a design that meets Land Registry's requirements. The refit will include adaptations/modifications to building services and the existing building fabric creating an environment to support circa 50 members of staff within approximately 492m² of office space within this purpose built office building.

The Project will be procured using the NEC3 Engineering Construction Contract incorporating Contractor's Design for all elements of the works.

Land Registry's requirement is for a construction programme that facilitates refurbishment works completion by January 2016.

1.4 TIMETABLE

Set out below is the proposed procurement timetable. This is intended as a guide and, whilst Land Registry does not intend to depart from the timetable, it reserves the right to do so at any time.

Date	Activity
11:00hrs on 24 Nov 2015	Deadline for return of Questionnaire
Completed by 26 Nov 2015	Evaluation of Questionnaire and agree selection of potential suppliers to be invited to participate on competitive procurement process
27 Nov 2015	Issue Invitation to Tender
to be confirmed	Return of Invitation to Tender
to be confirmed	Evaluation of tenders, selection of supplier and award of contract

1.5 INSTRUCTIONS FOR COMPLETION

Potential suppliers are invited to complete this Questionnaire and to submit it, together with any requested supporting information, to Land Registry by the due date for return in accordance with the procedures set out in the paragraph below entitled "Submission of Completed Questionnaires".

Potential suppliers should follow the instructions outlined below when completing this QUESTIONNAIRE.

Potential suppliers should answer all questions as accurately and concisely as possible in the same order as the questions are presented. Where a question is not relevant to the potential supplier's organisation, this should be indicated, with an explanation.

Questions should be answered in English.

The information supplied will be checked for completeness and compliance with the instructions before responses are evaluated.

Failure to provide the required information, make a satisfactory response to any question, or supply documentation referred to in responses, within the specified timescale, may mean that a potential supplier is not invited to participate further. In the event that none of the responses are deemed satisfactory, Land Registry reserves the right to terminate the procurement and where appropriate re-advertise the procurement.

Potential suppliers must be explicit and comprehensive in their responses to this Questionnaire as this will be the single source of information on which responses will be scored and ranked.

1.6 QUERIES ABOUT THE PROCUREMENT

All requests for clarification or further information in respect of this Questionnaire should be addressed to the Land Registry's named contact point. No approach of any kind in connection with this Questionnaire should be made to any other person within, or associated with, Land Registry.

This Questionnaire is being provided on the same basis to all potential suppliers.

Land Registry will not enter into detailed discussion of the requirements at this stage.

Any questions about the procurement should be submitted in writing by email for the attention of Denis Abdic at the address given in page 1 above.

If the Authority considers any question or request for clarification to be of material significance, both the question and the response will be communicated, in a suitably anonymous form, to all potential suppliers who have responded; have expressed an interest; or those that show an interest before the closing date for the submission of the Questionnaire.

All responses received and any communication from potential suppliers will be treated in confidence but will be subject to this paragraph.

1.7 ADDITIONAL INFORMATION

Land Registry expressly reserves the right to require a potential supplier to provide additional information supplementing or clarifying any of the information provided in response to the requests set out in this Questionnaire. Land Registry may seek independent financial and market advice to validate information declared, or to assist in the evaluation.

1.8 POTENTIAL PROVIDER CONTACT POINT

Potential suppliers are asked to include a single point of contact in their organisation for their response to the Questionnaire. Land Registry will not be responsible for contacting the potential supplier through any route other than the nominated contact. The potential supplier must therefore undertake to notify any changes relating to the contact promptly.

1.9 FREEDOM OF INFORMATION

In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the „FoIA“), all information submitted to Land Registry may be disclosed in response to a request made pursuant to the FoIA.

In respect of any information submitted by a potential supplier that it considers to be commercially sensitive the potential supplier should:

1. clearly identify such information as commercially sensitive;
2. explain the potential implications of disclosure of such information; and
3. provide an estimate of the period of time during which the potential supplier believes that such information will remain commercially sensitive.

Please submit responses to 1, 2 or 3 as an Annex with the completed Questionnaire.

Where a potential supplier identifies information as commercially sensitive, Land Registry will endeavour to maintain confidentiality. Potential suppliers should note, however, that, even where information is identified as commercially sensitive, Land Registry might be required to disclose such information in accordance with the FoIA. Accordingly, Land Registry cannot guarantee that any information marked „commercially sensitive“ will not be disclosed.

1.10 SUBMISSION OF COMPLETED QUESTIONNAIRES

You must submit your completed Questionnaire by email to Land Registry contact point no later than 11:00hrs on Tuesday 24 November 2015. Completed questionnaires may be submitted at any time before the closing date. Please note that completed questionnaires received after the closing date may be rejected.

Questionnaire for Refurbishment Works at Land Registry's Croydon Office

ORGANISATION & CONTACT DETAILS

Full name of organisation (or of the organisation acting as lead contact where a consortium bid is being submitted)		
ORGANISATION DETAILS		
Registered office address	Company or charity registration number	
	VAT registration number	
	Name of immediate parent company	
	Name of ultimate parent company	
Type of organisation	i) a public limited co.	
	ii) a limited company	
	iii) a limited liability partnership	
	iii) other partnership	
	iv) sole trader	
	v) other (please specify)	

CONTACT DETAILS (for enquiries about this Questionnaire)	
Name & Address	
Phone details	
Email	

ORGANISATION HISTORY

Brief history of the organisation, no more than 400 words, including details of any parent and associated companies and any changes of ownership over the last 5 years including details of significant pending developments, changes in financial structure or ownership, prospective take-over bids, buy-outs and closures, etc which are currently in the public domain.

CONSORTIA / SUB-CONTRACTING

a) Your organisation is bidding to provide the services required itself

b) Your organisation is bidding in the role of Prime Contractor and intends to use third parties to provide some services

c) The Potential supplier is a consortium

If you have confirmed either b) or c), can you please provide further details, for example, if you intend to use third parties (sub-contracting), how much of this work will be carried out by third party organisations?

PREVIOUS EXPERIENCE AND CAPABILITY

EXPERIENCE & CAPABILITY

Please summarise your relevant construction experience within the past five years including refurbishment of corporate office space using a construction form of contract. Can you also confirm the number of projects you have delivered in the Croydon / South London region in the range from £150,000 - £300,000, including the number that were delivered on time to budget?

Please summarise your relevant experience within the last five years in respect of key supply chain member based on the need for all elements of the design to be completed under a „Contractor's Designed Portion“.

Please provide details of how you have added value and developed designs with similar schemes and how they would be transferable to this requirement.	
Please provide details of the measures for ensuring quality of service delivery and the quality management systems you have in place to support this process.	
Please confirm your awareness of the Government's commitments regarding sustainability and explain your approach to delivering services within this framework.	
Please confirm your awareness of the Government's desire to increase its business with SME's and explain your approach to working with SME's and local suppliers in the supply chain.	
<p>Can you please outline how you intend to structure and deliver the requirement set out in paragraph 1.2. In addition, can you provide the following:</p> <ol style="list-style-type: none"> 1. Organisation chart for the delivery of this project including defined roles and responsibilities 2. CV's for the key personnel who will be responsible for the delivery of this project 3. Indicative method statement comprising no more than 3 pages of A4 	
DISPUTES/PROSECUTIONS/NOTICES	
Is there any material pending or threatened litigation or other legal proceedings connected with similar projects against the potential supplier that may affect delivery of this project?	
Please give details of any prosecutions or notices served in the last ten years under the Health and safety at Work Act 1974 or other health and safety legislation.	

I declare that to the best of my knowledge the answers submitted in this Questionnaire are correct. I understand that the information will be used in the process to assess my organisation's suitability to be invited to tender for the Land Registry's requirement and I am signing on behalf of my organisation. I understand that Land Registry may reject this Questionnaire if there is a failure to answer all relevant questions fully or if I provide false/misleading information

<i>Organisation's name</i>	
Signed	
Position	
Date	