



## Pre-Tender Market Engagement

### Contract for a National Body for Home Improvement Agencies Project Reference: CPD/004/120/068

**Authority:** Ministry for Housing, Communities and Local Government (“**the Authority**”).

**Date Response required:** 16:00(GMT) date 20/09/2019

#### 1 PURPOSE

1.1 This Pre-Tender Market Engagement (PTME) seeks information in preparation for the potential procurement of a Supplier (from herein referred to as a “**Potential Supplier**”) to deliver the services of the National Body for Home Improvement Agencies (HIAs). The purpose of this PTME is to:

- help define the requirement;
- help provide a better understanding of the feasibility of the requirement;
- understand the best approach;
- understand the capacity of the market to deliver and possible risks involved; and
- provide the market with an opportunity to ask questions, raise queries and any issues to be addressed at an early stage.

1.2 The Authority shall maintain commercial confidentiality of information received during the PTME.

#### 2 INTRODUCTION

2.1 The Ministry of Housing, Communities, and Local Government (MHCLG) wishes to procure a new contract(s) for an organisation(s), on an England-wide basis, to deliver the National Body for HIAs contract. The National Body contract will provide services that will represent, co-ordinate, and offer guidance, leadership and training for HIAs and the wider home adaptations sector, including local housing authorities to help them meet their statutory duty to provide adaptations to people who qualify for the Disabled Facilities Grant (DFG). The National Body will help support local delivery of the DFG and continued development of HIA services across England, representing and steering the home adaptations sector working closely with Government, local authorities and other stakeholders, and maintaining a publicly available database of HIA services.

#### 3 HIGH LEVEL OUTLINE PROJECT OUTCOMES REQUIRED

3.1 The core requirements of the contract are to:

- provide capacity development support to HIA service commissioners and the wider home adaptations sector as well as day-to-day support including advice and guidance on setting up, running, maintaining and making process improvements around the delivery of DFGs;
- support the sector to drive forward greater integration between health, housing and social care services;

- provide support and guidance to local housing authorities (district councils in two-tier areas) to help them meet their statutory duty to deliver home adaptations to people who qualify for the DFG;
- provide advice and support to Government when requested including information to assist with policy development and responding to enquiries around DFG delivery;
- represent the home adaptations sector in working with Government, local authorities, HIAs and other stakeholders; and
- provide a free information and advice service to members of the public and wider stakeholders around housing options, including home adaptations, home repairs and hospital discharges and maintaining a publicly accessible database of HIA services in England.

## 4 OUTPUTS/DELIVERABLES

### **Deliverables/Outputs and Performance Measures**

- 4.1 All activities funded under the potential contract will be reported to MHCLG on an agreed monthly, quarterly and annual basis.
- 4.2 Deliverables are around the provision of capacity development and day-to-day support for HIAs, including Technical Officers, HIA service commissioners, local authorities and wider stakeholders. This also includes support to improve quality around DFG delivery, for handyperson services, for the development of HIA local links and influencing strategy as well as other requirements.

### **Technical Officer Support:**

- 4.3 The Potential Supplier will be required to draft a paper which will identify Technical Officer support needs and propose a strategy to address them, building on current knowledge and best practice. This will include an action plan, with details to be agreed between MHCLG and the Potential Supplier. The strategy will be agreed with MHCLG.
- 4.4 The Potential Supplier will maintain and develop regional information sharing networks. A strategy paper will be required to explain how this will be achieved in relevant localities, no later than two months after the contract start date.
- 4.5 The Potential Supplier will create and maintain a national information sharing network, including a website. The information shall cover, but be not limited to, good practice and information on equipment, including information/links to technical specifications and identification of new products and services.
- 4.6 The Potential Supplier will devise and operate bespoke training courses and provide materials of relevance and use to HIA and other Technical Officers, HIA service commissioners, and local authorities. Training courses are to be held quarterly, and Technical Officer meetings are to be held locally no less than twice a year and both activities evidenced by positive feedback from at least 75% of attendees.

### **Support for Commissioners**

- 4.7 The Potential Supplier shall create a process whereby the advisory function for commissioners undertaking procurement for HIAs and local authorities can be expanded and developed to become independently sustainable and help ensure continued service. Details are to be included in quarterly progress reports. The Potential Supplier will indicate what steps are being taken to improve services such as reducing DFG waiting times and detail what additional services they intend to provide.

### **Support for Local Authorities**

- 4.8 The Potential Supplier will provide support and advice to local authorities on effective delivery of DFGs to maximise the use of the grant and help enable eligible people to live safely and independently at home.
- 4.9 The Potential Supplier will provide advice and support to local authorities, and, where required, advice to local health services and social care services to help enable the integration of health, housing and social care.

### **Improving Quality**

- 4.10 The Potential Supplier shall devise a strategy to create a reduction in DFG waiting times, improvement of services to clients, streamline the process for DFG applications through local authorities and, where needed, challenge potential over-specification of required works. The final strategy will be agreed between the Potential Supplier and MHCLG.
- 4.11 The Potential Supplier shall develop, implement and drive forward a quality mark system. Reasonable costs of accreditation can be charged to agencies. The system shall be subject to agreement and scrutiny by MHCLG. The quality assurance scheme must be fit for purpose for agencies that deliver tailored services to elderly and vulnerable people and must meet all statutory requirements as a minimum.

### **Handyperson Services**

- 4.12 The Potential Supplier will maintain and expand handyperson services which provide low-level, low-cost interventions, such as grab rails and minor home repairs and maintenance. The final strategy to address this shall be agreed between MHCLG and the Potential Supplier.

### **Development of home improvement agencies' local links and influencing strategy**

- 4.13 The Potential Supplier will develop and maintain a tool which enables agencies to engage with their local strategic partners. These tools are to be published on the website after they have been agreed with MHCLG.

### **Other Requirements**

- 4.14 The Potential Supplier will develop and implement a strategy to support HIAs and the home adaptations sector to drive forward integration between housing, health and care services. The Potential Supplier will also develop and implement a strategy to lead the sector in taking forward the integration of housing, health and social care. The final strategy will be agreed with MHCLG.
- 4.15 The Potential Supplier will work with professional groups to produce best practice, including NICE-standard, papers on HIA services and the social and health benefits local agencies can deploy. There shall be a minimum of one paper submitted each quarter.

This work may include face-to-face meetings, events and online networks as necessary in individual cases.

- 4.16 The Potential Supplier will devise training on engaging with local Better Care Fund administrators, the NHS and social services. There shall be a minimum of six seminars a year.
- 4.17 The Potential Supplier will identify and develop priorities relating to emerging policies. The Potential Supplier will provide feedback to Government on the home adaptations sector as well as the sector's engagement with the Better Care Fund, highlighting good practice and barriers to engagement. This shall include monitoring and reporting on HIA sector involvement with Health and Wellbeing Boards; progress to be included in quarterly monitoring reports.
- 4.18 The Potential Supplier will maintain a comprehensive overview of the HIA sector and update MHCLG on developments and trends within the sector.

### **National body funding: increasing self-sustainability**

- 4.19 The Potential Supplier will provide advice and information in appropriate formats on wider funding opportunities beyond the DFG, in order to help facilitate the improvement of services to all stakeholders, local authorities and members of the public.

### **Communications**

4.20 The Potential Supplier will be required to:

- develop and maintain a high quality, easily accessible website for both the home adaptations sector and general public. This should be routinely updated at weekly intervals, and directly after any new policy initiatives or training papers are published. The website is to include, in a prominent place, a facility whereby the public can locate the nearest home improvement agency/handyperson scheme e.g. a post code tracker.
- produce newsletters, e-bulletins and e-briefings for HIAs, Technical Officers, commissioning local authorities and members of the public at least once a quarter, or more frequently as needed. Ease of use for communications directed at the public is essential.
- develop the use of contemporary communication techniques including social media.
- identify specific interest groups, such as older people, people suffering from dementia, as well as children and younger people, and review interest group mailing lists on a quarterly basis.
- review wider stakeholder databases to facilitate engagement activity and produce a wider stakeholder engagement activity communication plan. This will be reviewed on a quarterly basis.

## **5 KEY DATES & TENDERING PROCESS**

- 5.1 If it is decided this service is required, it is anticipated that a procurement may start early 2020 with the contract to commence October 2020. These indicative dates are for information purposes only. MHCLG reserves the right to amend these dates at any time, and Potential Suppliers rely on them entirely at their own risk.

5.2 The contract is expected to be for a period of one year.

## 6 RESPONSE

Please respond by uploading your answers to the following questions to pqq\_11 National Body for Home Improvement Agencies on BravoSolution, <https://dclg.bravosolution.co.uk> by 16:00 (GMT), 20/09/2019 (the “Response Deadline”).

- Q1 Would you be interested in bidding for this project?
- Q2 Would you be able to deliver all the outputs mentioned or just a selection?
- Q3 Is what MHCLG is asking for clear?
- Q4 What, if anything, has the MHCLG missed or overlooked in setting out their requirement?
- Q5 Is there anything here which is irrelevant, outdated or unnecessary?
- Q6 What would the indicative cost be for this piece of work?
- Q7 Could the outputs be disaggregated and delivered by different contracts? What would be the advantages of this?

## 7 QUESTIONS AND CLARIFICATIONS

- 7.1 Potential Suppliers may raise questions or seek clarification regarding any aspect of this PTME document before 17:00 17/09/2019. Questions must be submitted via the message facility in pqq\_11 National Body for Home Improvement Agencies on BravoSolutions only.
- 7.2 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 by email, with updates appearing at regular intervals (approximately two to three working days).
- 7.3 Responses to questions will not identify the originator of the question.
- 7.4 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:
  - the question/clarification and the response should in fact be published; or
  - 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 Suppliers’ 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 No down-selection of Potential Suppliers will take place as a consequence of any responses or interactions relating to this PTME.
- 8.6 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.
- 8.7 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.

8.8 To access BravoSolutions follow the instructions below:

- 1) Register for a free account at <https://dclg.bravosolution.co.uk>
- 2) Click the 'PQQs Open To All Suppliers' link. (These are 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 PQQs' 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

- 3) 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.