

# Request for Information Legal Services

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## **1. Introduction**

The purpose of this document and Request for Information (RFI) is for Midland Heart to gain an understanding and appreciation of what the market can provide in terms of Legal Services. The information from this exercise will be used to review Midland Heart's current service provision and finalize our Invitation to Tender documents. This RFI document outlines a number of key questions Midland Heart would like to obtain feedback on from the market during the Meet the Buyer event.

Midland Heart understands that a single partner may not be able to support ALL components of Legal Services and welcomes specialists to respond, based on their area of expertise.

### **Disclaimer and conditions**

No information contained in this RFI, or in any communication made between Midland Heart and any Contractor in connection with this RFI, shall be relied upon as constituting a contract, agreement or representation that any contract will necessarily be offered.

Midland Heart reserves the right, subject to compliance with the 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 Midland Heart incur any liability in respect of this RFI or any supporting documentation and Midland Heart will not reimburse any costs incurred by Contractors or potential Contractors in connection with preparation and/or submission of their responses to this RFI.

## 2. Introduction

Midland Heart was founded in 1925 and we remain true to our charitable aims of maintaining affordable homes in challenging areas of the Midlands.

We own and manage 33,000 homes, and balance great customer service and value for money to provide a range of quality services for 70,000 customers. We also provide high quality housing options for older people and offer services that aim to prevent homelessness.

It is important that we are financially strong so that we can build as many homes as we can, to deliver desperately needed new homes for social and affordable rent whilst supporting customers who aspire to move into home ownership. We have been awarded G1 V1 Governance and Viability rating from the regulator, with a turnover in 17/18 of £193.5m and operating surplus of £75.8m we are in a strong position in the market.

We have rolled out a new corporate plan for 2019-2024 called "Making What Matters Brilliant" which has five strategic areas of focus:

1. People Focused
2. Investing in Homes
3. Safe & Strong
4. Service First
5. Growth & Partnerships

Midland Heart requires a Legal Services Contract to offer advice in respect of all functional and geographic areas of our business operations. The successful Contractors will need to be able to deal with Midland Heart's day-to-day legal services and advice needs, work with in-house legal teams, support growth plans through commercially astute advice and help Midland Heart make the necessary connections to succeed in our chosen markets.

The successful Contractors will need to bring a commercial, proactive and innovative approach combined with a wide range of skills. Midland Heart does not expect the successful Contractors to simply provide technically accurate legal advice but also to understand the Midland Heart's business including our growth strategies and the market within which we operate. This will enable the successful Contractors to provide commercially valuable advice, which is in line with the Partners' risk appetites and growth strategies.

Similarly the successful Contractors should identify and communicate to Midland Heart any opportunities for new business which they may become aware of in the course of working in housing or related sectors, or from working with other clients, which is not in breach of the Contractors confidentiality obligations.

### 3. Why we are undertaking a request for information exercise

The aim of this Request for Information is to:

- Determine and understand the market interest to deliver this Contract
- Midland Heart understands that a single partner may not be able support all components of Legal Services and welcomes specialists to respond based on their area of expertise, to advise whether our planned Lots sound reasonable
- Understand how the service/s could be potentially delivered and managed in order to improve the current Framework Contract and simplify it
- Understand the different costing models available, Midland Heart wants to arrive at a pricing schedule that is relevant, meets all our requirements and also makes savings where possible

### 4. Instructions for Respondents

The RFI is issued solely for the purpose of conducting market engagement and does not constitute any commitment by Midland Heart to undertake any procurement exercise in the future. This exercise includes no element of supplier evaluation. No parties will be prejudiced by any response or failure to respond to this questionnaire, there is no commitment of any kind involved on either side.

This RFI does not constitute a call for competition to procure any services and Midland Heart is not bound by any proposal offered. Midland Heart is also not liable for any costs, fees or expenses incurred by any party in its response to this soft market testing questionnaire.

#### RFI Timetable

Midland Heart intends to conduct the RFI according to the following timetable so far as is reasonable and practicable:

Event	Date
Issue RFI by the	9 <sup>th</sup> of August 2019
RFI Questions to be submitted by the	16 <sup>th</sup> of August 2019
RFI Response to questions from Midland Heart	23 <sup>rd</sup> of August 2019
RFI Submission by	5pm on the 30 <sup>th</sup> August 2019
Meet the Buyer Event (Contractors only need to attend one session we are running two sessions due to the size of the room and in case there is a lot of interest)	10am – 12pm 1 <sup>st</sup> Session or 2pm – 4pm 2 <sup>nd</sup> Session – 9 <sup>th</sup> September 2019

## Meet the Buyer Event

- Contractors only need to attend one session; Midland Heart is currently planning to run two sessions due to the size of the room, we are limited to 16 places per session.
- Places will be allocated on a first come first service basis, one place per organization.
- The Meet the Buyer Event will be held at Midland Hearts Head Office, 20 Bath Row, Birmingham, B15 1LZ.

## Clarification Questions & Submissions

Clarification questions relating to the Request for information or the submission of proposals should be submitted in writing, quoting the title 'RFI Legal Services' to the Procurement Manager Laura Bennett using the email address [Laura.Bennett@midlandheart.org.uk](mailto:Laura.Bennett@midlandheart.org.uk) .

Midland Heart will collate all questions relating to the Request for information and respond to all parties as per the timetable.

## Points of contact

All enquires in relation to the RFI and document submissions should be submitted in writing, quoting the title 'RFI Legal Services' to the Procurement Manager Laura Bennett using the email address [Laura.Bennett@midlandheart.org.uk](mailto:Laura.Bennett@midlandheart.org.uk) .

All enquiries and expressions of interest to attend the Meet the Buyer event should be submitted in writing, quoting the title 'RFI Legal Services' to the Procurement Manager Laura Bennett using the email address [Laura.Bennett@midlandheart.org.uk](mailto:Laura.Bennett@midlandheart.org.uk) .

**Please note: invites to the meet the buyer event will be subject to receipt of the RFI by the deadline detailed above.**

The presentation and minutes will be published on Midland Hearts website shortly after the event taking place. Any advice used from the request for information or Meet the Buyer event, will be published in a memorandum in the Invitation to Tender Documents.

## Format of Response

Responses to be provided in word format, with a 1,000-word limit for each of the questions set out below.

Responses should be completed in English and in pounds sterling.

Responses must be received by 5pm on the 30<sup>th</sup> August 2019.

## Key Questions

Midland Heart would like you to answer the questions below. Please submit your answers in a word document format, each question has a limit of 1000 words per answer.

## Organisation Details

<b>1.1.1 Organisation name and address:</b>			
<b>1.1.2 Registered company name and address (if applicable):</b>			
<b>1.1.3 Name of relevant division or department and address:</b>			
<b>1.1.4 Contacts:</b>			
Please provide relevant contact names, telephone and email addresses.			
<b>Name</b>	<b>Appointment/ responsibilities</b>	<b>Telephone number</b>	<b>Email address</b>

## Legal Services Provision Questions

### Lots

Midland Heart is considering moving from a Framework Contract (which currently has a panel of solicitors and multiple Lots) to one Contract with minimal Lots and less suppliers, we would like to simplify the Contract so it is less confusing for the business and easier to manage.

The Lots and different areas of Legal expertise we require are:

- Governance, Corporate, Regulatory and Statutory
- Treasury and Finance
- Securitisation
- Homelessness, Housing Management, Home Ownership, Asset Management
- Property, Development, Construction
- Employment, TUPE and Pensions
- Contracts, Commercial, Procurement, Health & Safety

Please register and find the project 'Legal Services Request for Information' on Intend for a full copy of the Draft Specification, alternatively you can email [Laura.Bennett@midlandheart.org.uk](mailto:Laura.Bennett@midlandheart.org.uk) for a copy.

### **Lots - RFI Questions:**

1	Can you deliver all the expertise Midland Heart requires in house yourself? If not how many Lots could you deliver?
2	Do you have any suggestions on how Midland Heart could Lot the Contract to simplify it but cover all the areas stated?
3	Midland Heart would like to encourage Small and Medium enterprises to bid for the Contract; do you have any suggestions on how we could Lot the Contract to encourage this?

## Specification

Midland Heart has a current draft of the specification we would like to improve upon. Please register and find the project 'Legal Services Request for Information' on Intend for a full copy of the Draft Specification, alternatively you can email [Laura.Bennett@midlandheart.org.uk](mailto:Laura.Bennett@midlandheart.org.uk) for a copy.

## Specification – RFI Questions

1	Is there any other areas or content you think Midland Heart should include in our Specification?
2	Is there anything in the specification or our way of working you think Midland Heart could change to get more savings on the Contract?
3	Are there any areas of Midland Hearts specification or our way of working that concerns you or that you think may pose a problem on the Contract?

## Key Performance Indicators

Midland Heart will use the following KPI's to manage the Contract:

- Service Performance Time
- Complaints
- Client Satisfaction
- Invoicing
- Billing Reports

Please register and find the project 'Legal Services Request for Information' on Intend for a full copy of the KPI's, alternatively you can email [Laura.Bennett@midlandheart.org.uk](mailto:Laura.Bennett@midlandheart.org.uk) for a copy.

## Key Performance Indicator – RFI Questions

1	What is your view of the proposed KPI's do they sound reasonable?
2	Can you provide us with some examples of KPI's used to manage your performance on any other Contracts you deliver?
3	Are there any KPI's you would suggest we use on the Contract to aid Contract Management?

## Pricing Schedule

Please register and find the project 'Legal Services Request for Information' on Intend for a copy of the draft Pricing Schedule, alternatively you can email [Laura.Bennett@midlandheart.org.uk](mailto:Laura.Bennett@midlandheart.org.uk) for a copy.

1	What improvements you would make to Midland Hearts pricing schedule with the aim of achieving savings, i.e. would you also include a day rate or half day rate, in addition to the hourly rate?
2	Can you provide us with any good examples of pricing schedules you work to on other Contracts as a comparison?
3	Do you think having a fixed fee is better value for money for Midland Heart? If no what would you suggest instead?
4	Are there any changes you would make to simplify the pricing schedule?
5	Are there any areas of the pricing schedule that are unclear?

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