



## Pre-Tender Market Engagement

### Social Housing Tenant Training Bursaries CPD4122111

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

**Date Response required:** 5pm on Tuesday 21<sup>st</sup> September

#### 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 manage the provision and administration of bursaries to be awarded to social housing tenants to access training. 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; and
  - 1.1.5 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 Government's Social Housing White Paper, published in November 2020, emphasises the importance of having residents involved in decisions regarding their homes and communities, however it is apparent that whilst some landlords engage well with their residents, this is not consistent across the sector.
- 2.2 Tenants need to feel confident in their ability to engage with and challenge landlords and providing them with training and capacity building can help them do this successfully as they can become equipped with the skills to take effective action. Access to training however is prohibitive for many social housing residents due to a lack of support offered by landlords and may not be something residents can afford to fund themselves.
- 2.3 We want to remove such barriers and provide opportunities for residents to upskill themselves so that they can play a more influential part in the decisions that affect them and their communities directly. This could range from helping build residents confidence so that they can challenge their landlords more effectively on aspects such as repairs, through to giving them the tools to take an active role how their homes are managed e.g., creation of scrutiny panels or taking over the delivery of landlord services. By offering bursaries for social housing tenants to access training we can support them in achieving this.

### 3. HIGH LEVEL OUTLINE PROJECT OUTCOMES REQUIRED

- 3.1 We are looking for the Potential Supplier to manage the provision and administration of training bursaries, providing an efficient and cost-effective service that will enable us to provide as many individuals as possible with access to high quality training within budgetary guidance. Suppliers would be remunerated for the management of the programme, with the funding for bursaries to be supplied by Government. The Potential Supplier must be an independent organisation from any that will be involved in the delivery of training and capacity building.
- 3.2 The main objective for the Potential Supplier is to manage the end-to-end process of making training accessible for upwards of 1,000 social housing tenants, from the awarding of bursaries, through to overseeing the delivery of training from external providers. We would expect a mixed method of training offers to be made available to not restrict the accessibility of training to any tenants with protected characteristics.
- 3.3 We would want to ensure as diverse a range of tenants as possible are able to access training so the Potential Supplier will need to monitor the demographic and geographic concentration of where bursaries are awarded. Efforts should be made to encourage the application of bursaries from lesser represented areas if any are identified, to attempt to reach as many social housing tenants as possible.
- 3.4 We will need to be able to track the number of individuals who receive training and monitor the value of bursaries awarded and any associated administrative costs of managing the programme of work in order to stay within budget. The Potential Supplier will therefore need to be proficient in monitoring progress and able to provide MHCLG with timely and robust reporting.
- 3.5 We will want to understand if the training has been valuable to attendees so will require post-training evaluations to take place to understand if tenants felt that the training was beneficial to them, that they feel they can put what they've learned into practice, etc. This will help inform the overall success of the programme and provide insight into the value of the various training topics and the effectiveness of the training providers.
- 3.6 MHCLG would also be keen to explore how [social value](#) could be delivered as part of this contract. Relevant departmental priorities include:

#### **Theme 4: Equal Opportunity**

MHCLG will help increase the representation of social housing residents in decisions related to their communities and support them in developing new skills.

### 4. OUTPUTS/DELIVERABLES

- 4.1 Key outputs will include, but not necessarily be limited to:
  - Identifying training providers and training courses and conducting due diligence on the organisations to instil confidence that they will be capable of delivering training within the defined timeframes, through a range of different training offers e.g. in person, online, etc.
  - Negotiation of a discounted rate for the provision of training from said providers in anticipation of increasing demand for their training to take place.

- Actively market and promote the availability of training bursaries to the sector and support/encourage training providers to do the same to drive demand amongst tenants.
- Manage the application process for individuals applying for bursaries to ensure the training they wish to undertake meets the criteria (to be agreed with MHCLG) to be eligible for the award of the bursary.
- Manage the administrative work linked to the training providers e.g. process payment for training, tracking of attendance, course completion, etc.
- Monitor both the uptake of training and the levels of spend against agreed KPIs and budgets and report back frequently to MHCLG to safeguard against budgetary overspend.
- Evaluate the effectiveness of the programme to determine the level of success of the programme against agreed KPIs.

4.2 We will not expect the Potential Supplier to deliver the following outputs as part of the administration package:

- Design a training package for social housing residents.
- Deliver any training courses to residents.

## 5. KEY DATES & TENDERING PROCESS

- 5.1 If it is decided this service is required, it is anticipated that a procurement may start in September 2021 with the contract to commence November 2021. 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.
- 5.2 The contract is expected to be for a period of approximately 5 months and remain in place up until 31 March 2022.
- 5.3 The Authority intends that this requirement will be procured using the Crown Commercial Service (CCS) Dynamic Purchasing System (DPS) - RM6172 Grant Administration Services. Suppliers are able to apply to join the DPS at any time. During application to join the DPS, suppliers indicate which services they may be able to provide under the DPS. Please note that new suppliers are able to register with the DPS via the following link and that this process can take around 2 weeks: <https://supplierregistration.cabinetoffice.gov.uk/dps#professionalservices>
- 5.4 If you have any questions about the DPS and would like to contact a member of the CCS team, please use the links provided on the website above.

## 6 RESPONSE

### 6.1 Please respond by email to [Russell.dunn@communities.gov.uk](mailto:Russell.dunn@communities.gov.uk) with the following by 5pm on Tuesday 21<sup>st</sup> September (the “Response Deadline”).

- Q1 Would you be interested in bidding for this project? If not please provide a brief indication of the reasons why.
- Q2 This project is time limited, and budget has to be spent by 31 March 2022. Is this project deliverable in the timeframe proposed? Assuming a w/c 25 October 2021 appointment could you mobilise a team to start work on w/c 8 November 2021. If not, when would be the earliest mobilisation date?
- Q3 Is what the Authority asking for clear?
- Q4 What, if anything, has the Authority 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? Please provide a high-level breakdown of spend between general administration, marketing and promotion, reporting, and evaluation.
- Q7 Are the proposed Social Value Themes, Policy Outcomes and Criteria appropriate for this requirement? Please elaborate on your reasons why and/or suggest alternatives that could be applied and why these alternatives would be more relevant?
- Q8 In your opinion, what is the level of risk of modern slavery in your supply chain? Can modern slavery risks be managed / mitigated within the service?

## 7 QUESTIONS AND CLARIFICATIONS

- 7.1 Potential Supplier may raise questions or seek clarification regarding any aspect of this PTME document at any time prior to the Response Deadline. Questions must be submitted by email to [Russell.dunn@communities.gov.uk](mailto:Russell.dunn@communities.gov.uk) 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:
  - 7.4.1 the question/clarification and the response should in fact be published; or
  - 7.4.2 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 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.