**Tender Guidance (Over Threshold)**

**THIRTEEN HOUSING GROUP LTD**

**2 HUDSON QUAY**

**WINDWARD WAY**

**MIDDLESBROUGH**

**TS2 1QG**

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# Introduction

**Please read this entire document before completing your tender response.**

* 1. Thirteen Housing Group (THG) are prepared to receive tenders for the service as detailed within the Project Brief and in accordance with the terms and conditions of Contract. Tenders that do not comply with these conditions may not be considered.
  2. THG does not bind itself to accept the lowest or any tender submission. Tenders will be assessed in accordance with the published evaluation criteria to identify the most advantageous (MAT) proposal to the group.
  3. THG will not be responsible for, or pay for, any expenses or losses that may be incurred by any bidder in the preparation of their tender.
  4. Bidders should note that failure to complete the mandatory sections of this tender or provide any supporting documentation may result in the tender proposal being rejected.
  5. Bidders should also note that tenders are being sought based on THG terms and conditions or any other appropriate contract as specified in the Project Brief.
  6. If any bidder wishes THG to consider any changes to the terms and conditions, any request should be submitted via the Q&A section on the e-procurement portal.
  7. THG will assume that all submitted tender proposals are in full acceptance of the specified terms and conditions.
  8. Any tenderer who canvasses any employee or representative of THG, whether directly or indirectly relating to the award of the contract requirement will be disqualified from the tender process.

Disqualification will also occur should the tenderer:

* Fix or adjust the amount of the proposal by arrangement of any other person.
* Communicate to any person other than THG the amount of the tender (unless disclosure is made for insurance purposes).
* Agrees with any other person that they will agree not to tender or confirm the amount of any other tender submitted.
* Offer to pay any sum of money to any person to induce such a person to accept the tender.

# Instructions for Completion

* 1. Documentation associated with this tender is to be completed and submitted as per instructions on the e-procurement portal. Placeholders for documents will indicate mandatory document requirements.
  2. Bidders are recommended to upload all documents and submit tender submissions in enough time for it to reach the server prior to the closing time/date stated. The server automatically time / date stamps all tender submissions.
  3. THG do not undertake to consider tenders received after the specified closing date unless clear evidence of a malfunction can be proved with the e-procurement portal or THG has agreed special arrangements with the tenderer(s) who are experiencing technical difficulties with their tender submission to the portal.
  4. Bidders experiencing any technical difficulty must have contacted a member of the Procurement team on 0300 111 1000 or [procurement@thirteengroup.co.uk](mailto:procurement@thirteengroup.co.uk) immediately and before the return deadline has passed.
  5. THG may request any post tender clarifications, which will be conducted through the e-procurement portal.
  6. Amendments to any documentation should not be made, other than completing information in the spaces provided within the Tender questionnaire and Pricing documents.
  7. Documents should be loaded onto the portal separately in the placeholder fields provided.
  8. Please do not upload additional documents unless specifically requested as these will not be considered in the evaluation.
  9. Bidders should refer to the Project Brief before completing the quality questions.
  10. To view and complete the quality questions (evaluation questionnaire) you must **‘Opt In’** to the tender on the portal.

# Communication, Enquiries and Clarifications

* 1. Contact should not be made with any member of staff, other than the THG representative, via the e-procurement portal regarding this tender, as this may invalidate your submission.
  2. Contact for technical difficulties ONLY: Tel: 0300 111 1000 or [Procurement@thirteengroup.co.uk](mailto:Procurement@thirteengroup.co.uk)
  3. Any queries or questions in connection with this invitation MUST be submitted via the e-procurement portal.

# SSQ Instructions

* 1. All bidders should complete the SSQ (Standard Selection Questionnaire) parts 1 & 2 which can be found within the tender pack as **online questionnaires** on the e-procurement portal. To view and complete the questionnaires you must **‘Opt In’** to the tender on the portal.
  2. The standard Selection Questionnaire is a self-declaration, made by you (the potential supplier), that you do not meet any of the grounds for exclusion. If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (This is called self-cleaning).
  3. A completed declaration of Part 1 and Part 2 provides a formal statement that the organisation making the declaration has not breached any of the exclusion’s grounds. Consequently, THG require all the organisations that you will rely on to meet the selection criteria to provide a completed Part 1 and Part 2. For example, these could be parent companies, affiliates, associates, or essential sub-contractors, if they are relied upon to meet the selection criteria.
  4. This means that where you are joining in a group of organisations, including joint ventures and partnerships, each organisation in that group must complete one of these self-declarations. Sub-contractors that you rely on to meet the selection criteria must also complete a self-declaration (although sub-contractors that are not relied upon do not need to complete the self-declaration).
  5. The declaration at Appendix A needs to be signed and dated for all tenders and this will confirm that your SSQ parts 1 & 2 are up to date and accurate at that point.
  6. **\*\*Bidders should note that if SSQ parts 1 & 2 are not fully completed when THG evaluates tender submissions then the submission would be classed as void and withdrawn from the process.**

**Standard Selection Questionnaire – Part 3**

* 1. The procurement document will provide instructions on the selection questions you need to respond to and how to submit those responses. If you are bidding on behalf of a group (consortium) or you intend to use sub-contractors, you should complete all of the selection questions on behalf of the consortium and/or any sub-contractors. If the relevant documentary evidence referred to in the Selection Questionnaire is not provided upon request and without delay we reserve the right to amend the contract award decision and award to the next compliant bidder.

**Consequences of misrepresentation**

* 1. If you seriously misrepresent any factual information in filling in the Selection Questionnaire, and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into you may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

For the list of exclusion, please see <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf>

# Tender Evaluation and Award criteria

* 1. THG reserves the right to seek clarification from any or all of the Potential Providers during the evaluation period. This may be in writing or by means of a clarification meeting. This is to help THG when considering the Tenders.
  2. THG may decide to interview Potential Providers or hold clarification meetings to help in the Tendering process. THG will notify Potential Providers of this in due course.
  3. THG will evaluate Tenders to determine the Most Advantageous Tender (MAT) taking into consideration the published award criteria.
  4. THG give no warranty as to the accuracy or completeness of the information contained within this Tender. THG also disclaims any liability for any inaccuracy or incompleteness.
  5. All bidders will be deemed to fully understand the processes that THG must follow under relevant UK legislation, particularly The Public Contracts Regulations 2015.
  6. If two or more Potential Providers obtain the highest total score, the Potential Provider with the highest score for the qualifying question as detailed in the Project Brief will be deemed the winner and awarded the Contract.
  7. THG requires Potential Providers to achieve a minimum percentage of the quality score as stated in the Project Brief to enable them to be taken to the pricing stage. This also applies in the case of a single bid.

# Award Criteria

* 1. THG will evaluate tender responses in accordance with the below evaluation criteria and based on the following areas:
* Standard Selection Questionnaire (SSQ) – Part 3
* Quality – Technical Questions
* Pricing - Commercial Schedule

# Scoring Methodology

* 1. THG will consider the following principles when all weighted questions are assessed:

|  |  |  |
| --- | --- | --- |
| Score | Rating | Guidance |
| 0 | Failed | Bidder has not answered the question. The Bidder’s response does not meet any of the requirements or expectations. |
| 1 | Poor | Bidder has failed to demonstrate an understanding of the question and overall contract requirements. The response fails to meet the majority of the requirements/expectations. |
| 2 | Unsatisfactory | Bidder demonstrates an understanding of the question and overall contract requirements, but their response has a number of omissions, which preclude a higher score. The response meets some of the requirements/expectations. |
| 3 | Satisfactory | Bidder has demonstrated an understanding of the question and overall contract requirements; however, their response does not quite meet the criteria for a 'good' score. The response meets the majority of requirements/expectations but not all. |
| 4 | Good | Bidder has demonstrated within their response that they have a good understanding of the question and overall contract requirements with no cause for concern or apparent risk to the Group. The evaluation team is confident that the response meets all of the requirements/expectations. |
| 5 | Excellent | Significant assurance has been provided to the evaluation team; bidder has submitted a robust, comprehensive response without any errors/omissions that exceeds the overall requirements/expectations |

* 1. Evaluation will be carried out by a panel of representatives from THG employees and their advisors which includes members of the Procurement team. Evaluation will be in the form of a consensus.
  2. All evaluation panel members are required to complete a conflict of interest declaration prior to the start of the evaluation. The form requires evaluation panel members to disclose any actual or potential conflicts of interest and agree to treat all information regarding bidders, bidder members and information contained within the bid responses as confidential. All conflicts of interest must be resolved to the satisfaction of Thirteen Housing Group where conflicts of interest cannot be resolved, or the panel member will not agree to treat information as confidential the representative will not participate in the evaluation of bids. Only evaluators authorised by THG will have access to bidder’s information.
  3. Responses will be evaluated using the information provided to each individual question and not in consideration to the bid response.

# Social Value & Environmental Sustainability

* 1. We’re more than just a landlord. Our scope extends to supporting vulnerable people with thoughtful and effective services, improving our homes and estates, and building new places for people to live. Putting customers at the heart of our business helps us shape the organisation and continue to ensure we’re there for anyone who needs a home, and maybe a helping hand too. Our vision extends beyond homes to investing in their neighbourhoods and the wider area in which we operate.
  2. ‘Social value’ as set out in the Social Value Act 2012, covers three key areas of impact: economic, environmental, and social. The act makes it mandatory for public sector bodies to consider social value in their procurement activity.
  3. THG has adopted the use of the national TOMS (Themes Outcomes and Measures) framework to make it easier for bidders to partner with THG in delivering social value content as part of our contracts (total contract value over £75000).
  4. A link to the social value content of the tender can be found by clicking on the link in the Project Brief. The link is for the Impact website where, after entering the Company name and email address, the Bidder can provide responses to the social value outcomes specified for the Tender.
  5. Pledges made against social value outcomes on the Impact website will be carried over into the contract. If the social value outcomes are not completed the score given for social value during evaluation will be zero.
  6. During the initial contract meeting the Contract Manager will review how/ when the social value commitments will be delivered.
  7. Social value commitment is to be of benefit to Thirteen’s customers and the Tees Valley area. For all offers of employment, apprentices, and work placements we would expect the contractor to work with our Employability Team (New Directions) to engage with the local community and our customers. We understand that some contracts will not always be able to offer this due to the location of the contractor and / or the type of goods and services being procured, therefore a pledge could be made in the form of an in-kind donation to Thirteen’s social value fund instead.

# Carbon Reduction Plan

* 1. Procurement Policy Note 06/21 introduces new criteria at the selection stage of the procurement process and requires bidding suppliers to detail their commitment to achieving Net Zero through the publication of a Carbon Reduction Plan (CRP). Effective on any tenders over £5m.
  2. CRPs are to be completed on behalf of the bidding supplier and must include the supplier’s current carbon footprint and its commitment to reducing emissions to achieve Net Zero emissions by 2050. CRPs will help suppliers and customers understand the impact the contract and therefore their wider operations have upon the environment. They detail the organisation's emissions across a single year against a range of emissions sources and greenhouse gases. The CRP is not intended to replace existing reporting calculation of Thirteen’s organisational carbon footprint. It is a summary document that details high level information that demonstrates compliance with the measure. **Suppliers will only require one Carbon Reduction Plan, which can be used for all tenders requiring a CRP.**

# GDPR

* 1. As per the Data Protection Act, May 2018, we need to ensure compliance by considering whether any personal information might need to be shared with the Supplier and if so check for the Supplier’s registration with ICO: <https://ico.org.uk/esdwebpages/search>. If required a Data Sharing Agreement will be included as part of the contract.

# Pricing Evaluation

* 1. Bidders should note that the Commercial Schedule pricing is scored on a proportionate basis e.g. the lowest price gains the full score available. Higher prices score proportionately lower marks.
  2. Scores for price are based on the following example calculation: (Note that the lower the price, the higher the score).

Five bids are received the total cost for each is:

Bid 1 £500,000

Bid 2 £524,000

Bid 3 £542,000

Bid 4 £560,000

Bid 5 £575,000

Therefore, the price score for each bid is as follows:

Bid 1 = 40 x 500/500 = 40.00 points

Bid 2 = 40 x 500/524 = 38.17 points

Bid 3 = 40 x 500/542 = 36.90 points

Bid 4 = 40 x 500/560 = 35.71 points

Bid 5 = 40 x 500/575 = 34.78 points

NB. Pricing is scored to two decimal points.

All prices must be stated in Pounds Sterling and exclusive of VAT