Request for Quotation (RFQ) for the supply of

General Maintenance Trades - Response Repairs Service

Ref AH - 101

Issue Date: xx December 2015

Return Date: xx January 2015

# Project Brief

## Alliance Homes Group is a registered provider of around 6500 social homes in the North Somerset area, which includes the towns of Portishead, Weston-Super-Mare, Clevedon and Nailsea.

## Alliance Homes Group wishes to work with suitably qualified and experienced contractors to supply a General Maintenance Trades Works Response Repair service to support its in-house team (Property Care Direct (PCD)). Due to the nature of the service no value and volume of work is guaranteed but, only for reference, in 2014 we spent approximately £250,000 on this service.

## Alliance Homes seek contractors who have a strong track record of delivering best practice on similar services and of working proactively with clients to support the client’s aims and objectives. The contract will be awarded for a period of 1 year, with an option to extend for a further 3 years subject to an agreed annual % uplift and delivery of key performance standards at the end of each financial year.

## The works include Carpentry, Plastering, Flooring, Plumbing repairs within the following timescales that maybe required for service delivery. Day to day, emergency, routine works, urgent works, out of hour’s emergency, and works to empty properties.

## Full details of the type of work that may be required can be found in the attached Schedule of Rates (Appendix one - Approved Contractor Pricing Schedule)

## We are looking to appoint three Contractors who will be awarded a place on our Approved Suppliers List from this tender however this may change based on the number and quality of responses

# The Service Team

## The core delivery team for Alliance Homes for this contract comprises the following officers:

* + 1. Dennis Wood – Operations Manager – Response Repairs
		2. Ron Barnwell – Assistant Director - Property Care

## Please note that all queries and communications in relation to this quotation should be directed via email to, denniswood@alliancehomes.org.uk.

## Any attempt to contact officers of Alliance Homes or other related parties may, in accordance with this Invitation to quote, lead to the rejection of the Submission.

# Procurement

## This procurement process is intended to follow the time-line below.

|  |  |
| --- | --- |
| Request for Quotation Issued | 7/12/205 |
| Deadline for Questions | 15/12/2015 |
| Deadline for Quotation Responses | 15/01/2016 |
| Quotation Evaluation | 18/01/2016 |
| Contract Award | 25/01/2016 |
| Contract Strategy/Delivery Meeting | 1/02/2016 |

## Please note the Group reserves the right to amend this timetable and steps 4 to 6 inclusive are provided for indicative purposes only.

# Submission of Quotation

## Quotation must be received no later than 15/01/2016, and should be addressed to:

### Darren Hartley

### Company Secretary

### Alliance Homes Group

### 40, Martingale Way

### Portishead

### BS20 7AW

## No Quote will be accepted by Alliance Homes Group except in a plain sealed envelop or special wallet supplied by the Alliance Homes Group or its agents bearing the words “quote for” followed by the subject to which it relates but shall not bear any name or mark indicating the sender and such envelopes shall be addressed to the Company Secretary (as detailed above)

## Under no circumstances will Alliance Homes Group reimburse any costs incurred by potential suppliers in connection with preparation of their responses to this quotation request.

## Where responses are given a word count you must comply with the limit. Words in excess of the word count will not be read nor will they count towards the score.

## Please do not submit any additional information unless specifically requested to do so.

## To constitute a compliant quote, all sections must be correctly completed in English and the submission deadline and process must be adhered to. Any details not provided or fully completed may result in the quote being rejected.

## Alliance Homes Group requires the right to request supporting evidence to any self- declaration questions at any time.

## It is expected that this quotation request will be responded to by single organisations. However, if a consortium tenders, and/or sub-contractors are to be used Alliance Homes Group may require evidence, guarantees and/or specific contractual arrangements.

## Where an Organisation intends to use sub-contractors, it is the Organisation’s responsibility to provide each sub-contractor with all the necessary information (having regard to the provisions relating to confidentiality in this document) to enable production of their quote. Where information about an organisation is requested, information must be given about all sub-contractors of that Organisation.

## Organisations must ensure that all sub-contractors, consortium members and advisers comply with the requirements placed on Organisations in this document.

## In addition to [one] paper copy of the tender documentation you should include an electronic version, in Microsoft Word or Excel format, within your tender return envelope.

# Pricing

## Costings should be submitted as requested in this document and must be stated in Sterling (GBP) exclusive of VAT.

## Your quote, including prices, must remain open for acceptance by Alliance Homes Group until 120 days after the closing date of the quote.

## Please use the attached Approved Contractor pricing Schedule (Appendix One) to supply pricing. Award will be based partly on this submission and, on award; work will be allocated using the pricing stated in this document.

# Confidentiality

## Alliance Homes Group reserves the right to make publicly available any information submitted by Organisations during the quotation process, except where:

### It refers to individual tenants or members of staff; or

### It is genuinely commercially confidential.

## During the quotation period, Alliance Homes Group will not disclose to any person (apart from its professional advisers) genuinely commercially sensitive or confidential information communicated as such to it by any Organisation. Organisations should therefore ensure that any material they consider to be commercially sensitive or confidential is clearly marked to be confidential.

## Organisations are required to keep confidential to themselves and their professional advisers all information provided to them which is marked as confidential by Alliance Homes Group, and all other information that is not in the public domain.

# Organisation’s Warranties

## In submitting its quote, each Organisation warrants, represents and undertakes that:

### all information, representations and other matters of fact including those contained in its quote communicated (whether in writing or otherwise) to Alliance Homes Group by the Organisation, its employees or agents in connection with or arising out of the quote are true, complete and accurate in all respects at the time of submission of the quote and the Organisation will notify Alliance Homes Group in writing of any changes to that information that occur before entry into the Contract;

### It has undertaken its own investigations and research and has satisfied itself in respect of all matters (whether actual or contingent) relating to the quote including the accuracy and completeness of any information that may have been provided (orally, in writing or otherwise) by or on behalf of Alliance Homes Group;

### It will not submit any quote and will not enter into the contract in reliance upon any representation (oral, in writing or other) that may have been made by or on behalf of Alliance Homes Group;

### It has full power and authority to enter into the contract;

### It is of sound financial standing and has sufficient working capital, skilled staff, other equipment and other resources available to it to comply with the obligations it will undertake under the contract; and

### It will not at any time whilst the contract is in force or at any time thereafter claim or seek to enforce any lieu, charge or other encumbrances over property of any nature owned by either of the contract which is for the time being in the possession of the organisation in connection with the provision of the services.

# Disclaimer

## The materials in this document and accompanying documents (together the “RFQ”) reflect Alliance Homes Group’s current requirements for the services. Alliance Homes Group reserves, at its discretion, the right to amend such materials as it considers appropriate from time to time.

## Whilst the information in this RFQ has been prepared in good faith, it does not purport to be comprehensive or to have been independently verified. This RFQ is issued on the basis that:

### Neither Alliance Homes Group nor any of its advisers accept any liability, responsibility or duty of care to anyone other than Alliance Homes Group for its adequacy, accuracy, completeness or for anything said or done in relation to the procurement to which this RFQ relates;

### Neither Alliance Homes Group nor any of its professional advisers make any (express or implied) representation or warranty either about the information contained in this RFQ or on which it is based, or about any written or oral information that may be made available to any Organisation, funder, other interested person or their professional advisers;

### Nothing contained in this RFQ constitutes an inducement or incentive in any way to persuade an interested person to pursue its interest, make a quote or enter into the contract or any other related agreement;

### This RFQ is not intended to provide a basis for any investment decision and should not be considered as a recommendation by Alliance Homes Group or any of its advisers;

### Neither this RFQ nor any information supplied by Alliance Homes Group should be relied on as a promise or representation as to the future;

### This RFQ is neither an offer capable of acceptance nor is it intended to create a binding contract nor is it capable of creating such a contract by any subsequent actions; and

### No implied contract is to arise between Alliance Homes Group and any Organisation resulting from the issue of or any Organisation’s compliance with this contract or any matters related to it.

## Alliance Homes Group is not obliged to accept the lowest or any quote.

# Costs

## Each Organisation shall bear its own costs and liabilities in relation to all stages of the procurement process including the preparation, submission and clarification of quotes and entering into the contract. Under no circumstances shall Alliance Homes Group be required to reimburse any Organisation for its tendering costs or for any costs incurred in participating in this process.

# Quotation Certificate

## All Organisations must complete and sign the quotation certificate attached as (Appendix 2) and submit this with their quote. Any quotes which are not accompanied by the quotation certificate will be rejected.

# Requirements

## Ultimately the aim of this contract is to continue Alliance Homes Groups reputation of delivering high quality, responsive and cost effective repairs to our homes. Our award winning tenant satisfaction levels are testament to the level of service we expect to deliver. We require the same level of service from our contractors.

## Due to the nature of the contract we cannot plan when work will be required and so the following response times will need to be followed:-

### Emergency = attendance within 2 hours

### Urgent = same day response

### Appointment = agreed appointment with resident

### Void/Planned/Other = target specific

# Communication

## Alliance Homes Group operates a web based works management system which we would expect successful contractors to use. This is a dynamic paperless system for processing orders efficiently.

## Full training will be provided to successful contractors

# Social value

## Alliance Homes Group is dedicated to helping and supporting the communities in which we operate. We have 3 priorities in this area – Employment & Skills, Environmental and Health & Wellbeing. Any supplier to Alliance Homes Group must demonstrate their support of these priorities.

# Performance Measurements

## Alliance Homes Group works closely with our appointed contractors to ensure that we are meeting our overall objectives and providing satisfaction to our tenants. In order to achieve this we set and measure an number of Key Performance Indicators (KPIs) which will be used to measure the performance of our contractors. These include but are not limited to:-

### Works completed on-time (%)

### Recalls (%)

### Complaints

### Customer Satisfaction

## KPIs will be reported on a monthly basis and contractors will be expected to attend a monthly contract meeting to discuss performance. Contractors may be asked to measure some of these KPIs.

# Asbestos Removal

## Due to the age of most of our stock there is a high possibility that asbestos will be present when work is carried out. Contractors are required to hold **category ‘B’ non-licensed asbestos removal certification**. This is to ensure that contractors are able to complete those tasks that involve an element of non-licensed removal.

# Corporate information

## Alliance Homes require Bidders to complete the Corporate Information Pack (Appendix 3) to satisfy the Alliance Homes group that the relevant policies, insurances, accreditations are in place to comply with current legislative requirements and has sufficient financial standing to complete works bid for.

## Responses to this questionnaire will be used in the first step of selecting Service Providers to be included to the approved contractor list.