

Application Guide

London Borough of Southwark **Temporary Accommodation Dynamic Purchasing System (DPS)**

Date of Issue: 8th October 2024

Deadline for Submission: 7th November 2024

Evaluation: 30 days after deadline date: 8th November 2024



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London Borough of Southwark – Guidance for the procurement application – Dynamic Purchasing System

In London and nationally, levels of homelessness have been consistently rising. With this comes the increased usage of temporary accommodation (TA). Current evidence continues to show the enhanced development of a crisis in the supply of TA which has seen a reduced supply and increased costs. The Council has had a distinct focus upon reducing the number of households in TA, however the council operates largely in a housing market where it cannot directly house everyone even despite all our efforts from our new build project and empty homes strategy.

The Council strongly believes that there is a need to modernise and improve our supply chain, allocation and contract management needs. A DPS and contractor management tools, delivered through a single platform will enable the Council to have the assurance that it is achieving value for money, quality accommodation and a prompt service through external providers. The identification of an established DPS provider has been identified as the solution.

Southwark residents who are facing difficult homelessness circumstances and need temporary accommodation, will have many obstacles in their way. Improving the council's processes through a new DPS system will enable residents to have the best possible service from the council.

London Borough of Southwark has appointed Access UK Ltd to implement a Property Transaction Process to secure TA. The Council will transfer the transactions, booking process, contract management and to this platform that has been developed solely for the TA Housing sector. Providers will need to follow this guide and submit the required responses to be able to be accepted onto the platform at any point. To ensure that all Providers are operating to the same quality level for both tenants, the Council and providers, a minimum quality criteria and questions have been designed that must be answered to enable you to join the platform and remain compliant with the Council's contractual requirements.

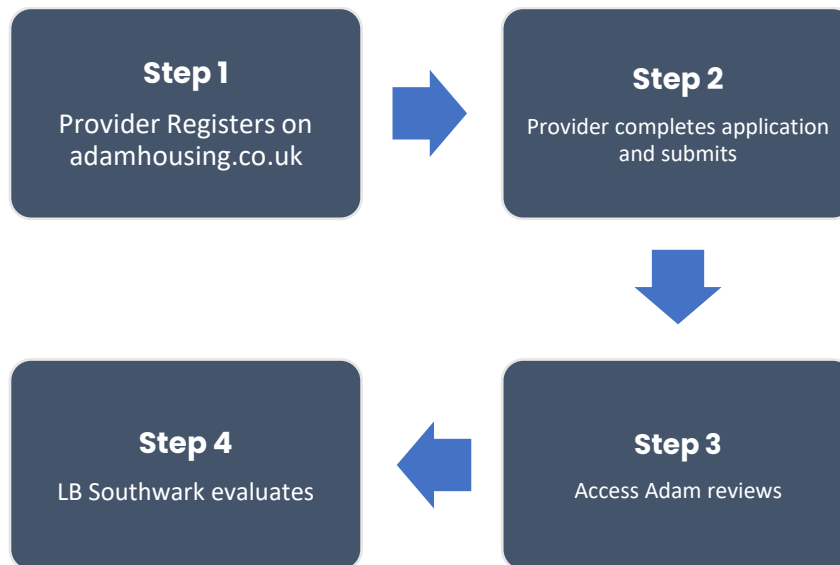
This document will cover the following:

- Registration Process and Questions
- Evaluation:
 - A. Standard Questions – Information Required
 - B. Quality Questions and evaluation
- Property Profile Information
- Next steps
- Adding Users

Please note that the submission dead line is 7th November 2024 which is 30 days following publication of the contract notice. The Council will NOT open nor evaluate the submission until after 30th day following publication.

adamhousing.co.uk Main Application process

The main step-by-step process to be completed online is as follows:



Step 1 - Creating your account of adam Housing

If you have not already registered on to the adam Housing platform you will need to create an account and register your user details on the adam Housing website (www.adamhousing.co.uk). An email will then be sent to you with your username and password to access the system. This will allow you to log in to the system and complete the initial registration form.

Please note: that Access Adam will review the submission by providers prior to any evaluation by the Council. Where submissions are incomplete or incorrect the provider will receive feedback from Access Adam so that amendments can be made for any subsequent application. Equally if the application following evaluation is rejected by the Council the Provider will receive feedback so amendments can be made prior to any future application.

Registration

Here you will register to join the adam Housing system. This is the first stage of getting started.

To start your registration, click 'Apply Now'

adam Housing

DASHBOARD

Welcome to *adam* Housing!

To get going we need you to complete our provider registration process.
This is a series of questions to help determine your eligibility for the system.

APPLY NOW

Below is the list of questions that you will be asked during this registration process.

Registration – Standard Information

Q	Company Information	Trigger
1	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the UK?	Information only
2	Please provide the relevant details, including the registration number(s)	For information
3	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement? (If YES, please answer Q4, If No go to Q5)	Yes/No
4	Please provide additional details of what is required and confirmation that you have complied with this.	Not applicable
5	Trading name(s) and company registration number that will be used if successful in this procurement	For information
6	Relevant classifications (state whether you fall within one of these, and if so which one) <ul style="list-style-type: none"> • Voluntary Community Social Enterprise (VCSE) • Sheltered Workshop • Public service mutual • N/A 	For information
7	Are you a Small, Medium or Micro Enterprise (SME)? See EU definition of SME: http://ec.europa.eu/enterprise/policies/sme/facts-figuresanalysis/smedefinition/	For information
8	Details of Persons of Significant Control (PSC), where appropriate: <ul style="list-style-type: none"> - Name - Date of birth - Nationality - Country, state or part of the UK where the PSC usually lives - Service address - The date that they became a PSC in relation to the company (for existing companies the 6 April 2016 should be used) - Which of the following conditions for being a PSC are met <ul style="list-style-type: none"> - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more. (Please enter N/A if not applicable)	For information

	UK companies, Societas Europaea (SEs) and Limited Liability Partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register and must file the PSC information with the central public register at Companies House. See PSC guidance.	
9	<p>Details of any immediate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) <p>Head office VAT number (if applicable) (please enter N/A if not applicable)</p>	For information
10	<p>Details of any ultimate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) <p>Head office VAT number (if applicable) (Please enter N/A if not applicable)</p>	For information
11	Are you bidding as the lead contact for a group of economic operators?	YES/NO
12	What is the name of the group of economic operators? Please enter N/A if not applicable	For information
13	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	Assessment
14	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	YES/NO
15	Please confirm you have uploaded additional details for each subcontractor in the downloadable template.	Confirm

Registration – Standard Documentation

Documents	Instructional text
Declaration Statement	<p>Click on the document to open it and read. Return to the Registration and tick the corresponding boxes</p> <p>'I agree to the terms of the document'</p> <p>'I am authorised to agree'</p>
Sub-Contractor Information (if applicable)	<p>If you have selected 'Yes' to Q14, you will need to download the Sub-Contractor document, complete, and then reupload in the documents field.</p>

Evaluation of the Submission

Your submission must show that you meet the Council's Entry Criteria before you can be admitted onto the adam Housing platform as one of the Council's TA Providers. You must do so by completing an 'Application' consisting of a series of questions and mandatory document uploads.

The tables below set out a copy of the questions that Providers will have to respond to when completing the application process on adam Housing. They also show the documents that you will be asked to upload as part of the process. Please note that some questions are triggered by previous questions being answered in a certain way. You need to submit responses to questions and documents under the following sections: Private Rented Schemes, Secured and Nightly Let Schemes, Economic and financial standing, Technical and professional ability etc.

At the application stage, you will also be required to download and confirm your company's acceptance of the Council's Contract including standard form Lease, Nightly Paid Agreement and Management Agreement.

By confirming that you accept these terms, your company will be signed up to the terms and conditions of transacting business with the Council through the property transaction process, and to deliver any Services required in accordance with the Council's Specification in the event that you are successful in being awarded work through the property transaction process.

Questions 1 – 15 are standard questions and are evaluated based on Pass/Fail where applicable

Questions 16 – 20 are quality questions and will be evaluated by the council based on the criteria explained in this guide. (NB PLEASE ENSURE THAT YOU ANSWER THESE QUESTIONS AS SET OUT INCLUDING ATTACHMENTS)

Click 'View Clients' and London Borough of Southwark from the drop down list.

Accreditation – Questions (you must answer all questions as directed – specifically 16-20)

Q	Company Information	Trigger	Evaluation type
1	Please confirm you understand the council will carry out property inspections announced and un-announced	Yes / no	Pass/Fail
2	What is the legal entity type of your organisation?		For noting
3	Please specify if you have answered "other" to Q3		
4	Charity registration number (if applicable)		For noting
5	Registered Companies: Please confirm you will upload one of the following:		For evaluation

	<p>a) audited accounts for the last three years/ most recent set if a new company</p> <p>b) profit and loss account to show turnover, gross and net profit, as well as the balance sheet statement for the most recent two or three years</p> <p>c) cash flow forecast, a recent bank statement and a bank letter outlining the current cash and credit position</p> <p>d) For new start up companies only: please provide bank statements covering the last 3 months and/or a parent company guarantee</p>		
6	<p>Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below. Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member). Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or subcontractor(s) who will deliver the contract. Please confirm you will complete the template attached.</p> <p>Please note that the Council will take up reference and this will form part of the overall evaluation</p>		<p>Pass/Fail</p> <p>References will be evaluated separately</p>
7	<p>If you cannot provide at least one example for question 6, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract (In response to question 6)</p>		Evaluation
8	<p>Do you intend to sub-contract a proportion of the contract. (If Yes, please answer question 10)</p>	Yes / no	evaluation
9	<p>Please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)</p>		Evaluation
10	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Employers Liability Insurance at least/ min £5m</p>	Yes / no	Pass/Fail
11	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Public Liability Insurance = £10m</p>	Yes / no	Pass/Fail
12	<p>Please download the contract examples template, complete, sign and reupload</p>	See Question 6	Pass/Fail
13	<p>Please download the Contract, sign and reupload. (signature page only)</p>		Pass/Fail

14	other related policies as requested		None
15	Self Bill Agreement Please upload your Self Bill Agreement, which can be downloaded below.		Pass/Fail
16	<p>Repairs and Maintenance:</p> <p>Can you explain how you manage repairs and maintenance request to meet the boroughs' Good Homes Standard? Please refer to appendices 1-4 of the DPS Contract document , How do you:</p> <ul style="list-style-type: none"> • Ensure properties meet the initial quality standards. • Manage and resource repairs and maintenance. • Complete emergency repairs on time • Ensure building safety and conduct inspections. • Deal with access / disability issues • Address problems like damp and mould 		<p>Quality Question Weighting 25%</p> <p>Word limit 500</p>
17-18	<p>Resettlement:</p> <p>Can you explain how you help households settle in and sustain their tenancy in their new home Please include:</p> <ul style="list-style-type: none"> • How you introduce them to the property and neighbourhood • The information and advice you provide about education, health, welfare, and other support services. • How you ensure they stay in their homes and communicate with Southwark Council and the tenants according to the management agreement • An example of your welcome pack (this won't count towards the word limit) 		<p>Quality Question Weighting 20%</p> <p>Word limit 500</p>
19	<p>Complaints:</p> <p>Can you explain how you manage complaints from occupants of your properties. How does your approach achieve positive outcomes. Provide information on your complaints process. Please include examples of successful outcomes</p>		<p>Quality Question Weighting 20%</p> <p>Word limit 500</p>
20	<p>Anti-Social Behaviour:</p> <p>Please outline your approach to dealing with anti-social behaviour – covering the possibility that a household referred by a borough could be a victim as well as a perpetrator.</p> <p>Please include:</p> <ul style="list-style-type: none"> • How you deal with issues from households in your properties • How you interact with the wider community 		<p>Quality Question Weighting 20%</p> <p>Word limit 500</p>

	<ul style="list-style-type: none"> • How you work with the placing and host boroughs • How you address sensitive issues especially child and adult safeguarding 		
21	<p>Procurement</p> <p>Can you explain how you procure properties in different zones, including examples of where you currently offer properties? Please also provide a proposal of your rates for the provision, management and maintenance of properties based on a -/+ % of the local LHA rate (2024).</p>		<p>Quality Question Weighting 15%</p> <p>Word limit 500</p>

Quality Assessment

Providers must respond to each of the questions set out in the Quality Statements (Questions 16-21) –

The evaluation of all parts of the tender submission will be carried out by a panel consisting of officers from the Council.

These questions relate specifically to the provision and management of temporary accommodation. You are being asked to respond on the basis that you manage your services and how the council has set out its expectation in the management agreement.

Q16: weighting 25% of total score (R&M)

Q17=18 weighting 20% of total score (Resettlement)

Q19 weighting 20% of total score (Complaints)

Q20: weighting 20% of total score (ASB)

Q21: weighting 15% of total score (Procurement)

A scoring range of between 0 and 5 will be used to score Bidders response to the questions set out below. The assignment of scores will be based on the following assessments:

Scoring matrix

Assessment	Score	Basis of score
Cannot be scored	0 points	No information provided or incapable of being taken forward either because the Supplier does not demonstrate an understanding of our requirements or because the solution is incapable of meeting our requirements.
Unsatisfactory	1 point	Although the Supplier does demonstrate an understanding of our requirements there are some major risks or omissions in relation to the proposed solution to deliver the service and the council would not be confident of its requirements being met.
Satisfactory	2 points	A response which is capable of meeting our requirements but is unlikely to go beyond this.

Assessment	Score	Basis of score
Good	3 points	A response which shows that the Supplier demonstrates an understanding of our requirements, has a credible methodology to deliver the service and could evolve into additional benefits.
Very good	4 points	A response which shows that the Supplier demonstrates an understanding of our requirements, and has a credible methodology to deliver the service alongside a clear process and plan to deliver additional benefits and deliver value.
Excellent	5 points	A response which shows how the service can comprehensively be taken to the next level in terms of exceeding our requirements and/or offering significant added value to the Council's overall strategic requirements and objectives.

Bidders will be expected to achieve to score a minimum of 60 across all the questions following moderation in order to be considered inclusion in the DPS.

Quality criteria weighting for each question will be calculated in accordance with the following formula:

(Evaluators' Final score / Maximum available score or points X Weighting Allocated to the question)

Questions	Score	Criteria weighting	Formula for score	Final (weighted) score
Q16	3	25%	$(3/5) \times 25$	15
Q17	3	20%	$(3/5) \times 20$	12
Q19	3	20%	$(3/5) \times 20$	12
Q20	3	20%	$(3/5) \times 20$	12
Q21	3	15%	$(3/5) \times 15$	9

Individual Scores will be moderated to arrive to the Final Score for each evaluation criterion.

The score given to each question above will then be totalled to establish the tender overall score for Quality submission.

A strict word limit has been applied to each Quality Statement questions, to enable responses to be as concise and relevant as possible. Submissions must be kept to the maximum word limits as detailed at the bottom of each section. Except where specifically requested, any information that exceeds the word limits stated will be excluded from evaluation. For the absence of doubt, this means, for example, that if the word limit for a question is stipulated on each question, evaluators will read the maximum word limit stipulated of the answer and disregard anything beyond that limit and do not in the answer cross refer to an attachments. Attachments must be included where stated and do NOT form part of the word count limit but will be

considered as part of the evaluation. This includes any policy and procedures that are referenced in the responses.

The quality element of Bidders will be evaluated using the following process and methodology:

- All the members of the panel will score each question individually and independently.
- The scored responses are assessed out of a maximum of 5 based on the methodology outlined above.

Following the completion of the both registration application and evaluation, the bid submissions meeting the minimum pass will be admitted.

Required Accreditation Documents

Documents	Instructional text
Financial documentation	Please upload the required financial documentation, as requested in Q6
Evidence of Employers Liability Insurance	Your company name, level of cover and the insurance expiry date must be visible within the uploaded document. Must be in place if successful and prior being offered any placements
Evidence of Public Liability Insurance	Your company name, level of cover and the insurance expiry date must be visible within the uploaded document. Must be in place if successful and prior being offered any placements
Contract Examples template	Please upload a filled in copy of the Contract Examples template as requested in Q7. The template can be downloaded from the Accreditation form on adam Housing.
DPS Contract	Please upload a signed in copy of the Contract as requested in Q13. The template can be downloaded from the Accreditation form on adam Housing.
Self-Bill	Please upload a signed in copy of the Self-Bill as requested in Q15. The template can be downloaded from the Accreditation form on adam Housing.

Documents to consider for Quality Responses

Documents	Instructional text
DPS Contract Document	Lease, NPA agreement and Management contract
Appendices 1-1a	Standards and Southwark Good Homes Standard
Appendix 2	Repairs Priority Guide
Appendix 4	Standard Lease
Appendix 5	Nightly Paid Agreement
Appendix 6	Standard Management Agreement

Property Profile

Property portfolio information

After you have completed your accreditation process you will have the opportunity to create your property portfolio. To do this you will be asked to provide details of the property, the list below is some of the information you should have to hand:

- Property Address
- Show location (walking distance)
- School location
- Gas Safety Certificates
- Electrical Safety Certificate
- Property Insurance information
- Photographs of the property
- If it is suitable for Wheelchair Access
- Key safe location photograph
- Bedroom information
- White Goods available

The Council will expect that if you have advised that the property meets the following specification by uploading photographs:

- Level access shower (Wet Room)
- Wheelchair accessible rooms – space for a Wheelchair to move around the property
- Wheelchair accessible bedroom

You will be asked to select the scheme that you are entering the property into either one of the following schemes:

- Nightly
- Monthly

You will be asked to submit a price for the property, either price per night or price per month.

Property portfolio information

The below documents are required by the Council before the commencement of a booking.

Document	Notes	Mandatory
Gas Safety Certificate	Property address, expiry date, Unique Reference Number, Gas Engineer Number	Yes
Electrical Safety Certificate	Property address, expiry date	Yes
Energy Performance Certificate	Property address, EPC rating, expiry date	Yes
Fire Risk Assessment	Property address, expiry date	Depending on property needs
HMO License	Property address, expiry date	Depending on property needs
Selective License	Unique Reference Number, Issuing Local Authority, Issue Date, expiry date	Depending on property needs

Property portfolio information

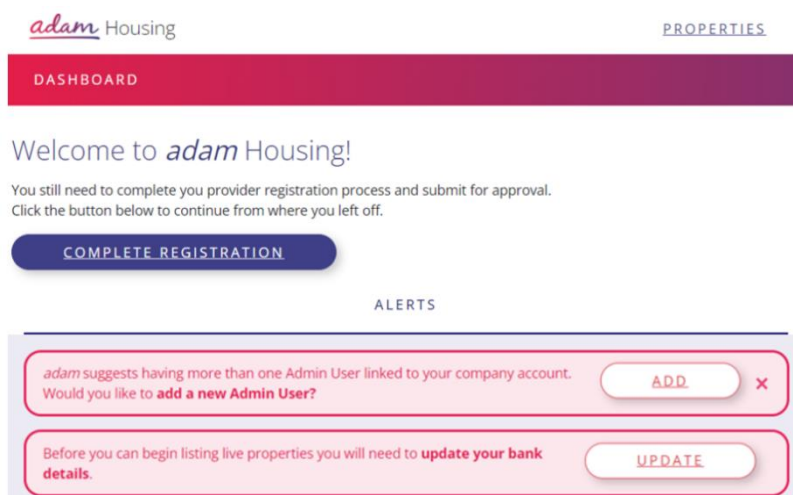
The below documents are required and essential documentation that can be uploaded.

Document	Required
Asbestos Report (if applicable)	Mandatory
Building Insurance	Mandatory
Building Regulation Evidence (Modifications) (if applicable)	Mandatory if applicable
Leasehold/Freehold Permission	Mandatory
Mortgage Evidence (if applicable)	Mandatory (unless mortgage free)
Proof of Ownership	Mandatory
Property Photographs and video	Mandatory

Next Steps

Adding a system user and bank details

You will be asked to add your company's bank details to your adam Housing account at your first log on. These details will be used to facilitate the automatic payments process offered by the system. You will also be encouraged to add another user onto your account. This could be a colleague in your team.



Following submission, the Application will be reviewed by the Access Adam team, and then by the Council. You will receive a system notification email to inform you of the outcome of each review stage.

Once your Application submission has been reviewed by the Council against the evaluation criteria, you will receive an email notification confirming whether your application has been approved.

For more details on how to create and submit your Application, please see the information available at <https://www.adamproviders.co.uk/london-borough-of-southwark-temporary-accommodation> on London Borough of Southwark's page. To register and begin your application, visit <https://www.adamhousing.co.uk/>.