



Accommodation & Decant Managed Services Framework Buyers Guide

Contract period:

24 July 2023 - 23 July 2027

FTS reference number:

2023/S 000-012741

What's covered?

Our aim is to implement a framework, which grants members a full scope of accommodation and decant solutions. These services will range from temporary accommodation to longer term rental options. The framework permits the availability of associated products and services to support PfH Members and those who will benefit from the accessibility of provisions. The Accommodation and Decant Managed Services framework will operate under an initial three-year term with an option to extend for a further 12 months.

PfH has appointed a panel of experienced suppliers to a single lot, which provides services to PfH Members in England, Wales, Northern Ireland, Scotland, and the wider public sector.

Lot structure





Lot 1 – Accommodation and Decant Managed Services

Lot 1 provides Members with a full range of inclusive accommodation and decant services. This scope includes, but is not limited to core provisions across twenty-four hours a day, throughout three hundred and sixty-five days of the year for:

- Accommodation vetting.
- Search and booking service.
- Hire and/or purchase of relevant associated provisions.

This lot further aims to deliver critical requirements such as managed booking services, including where appropriate, the provision of extending bookings, requesting cancellations, and finding alternative accommodation where properties provided are not fit for purpose or suitable for the displaced person's needs.

Services will be delivered in line with PfH Member policies and procedures where specified, which may include but not be limited to GDPR, minimum/maximum occupancy policies, shared rooms by gender or any other defined measure, location, distance to or from a specified point e.g., schools, hospitals, doctors etc.

Supplier	Overall Rank	Supplier Logo
Lambert Smith Hampton Group Limited	1	
Jigsaw Conferences Limited	2	
Kravlux Limited – trading as AltoVita	3	
Insurance Claims Accommodation Bureau (ICAB)	4	

Tender & evaluation process

PfH received nine (9) expressions of interest with four (4) bids received by the tender deadline. All submissions were checked for material completeness and screened to ensure that all mandatory requirements were met by the bidding suppliers, prior to the tender evaluation being undertaken.

The evaluation criteria applicable to Lot 1 was a 60:40 qualitative / commercial split; bidders also needed to attain the minimum threshold of 50% marks in respect of their qualitative submission.

The commercial evaluation focused upon the following six (6) types of commonly required accommodations.

- Self-service apartments
- Private rental property
- Guest accommodation (including Bed & Breakfast)
- Hotel
- Self-catering lets (including but not limited to holiday villages, parks, and campus accommodation)
- All other approved accommodation

The quality evaluation sought to investigate each supplier's approach and delivery of eight core requirements. Each criterion was tailored to the considerations of the PfH Member's requirements when seeking to provide planned and reactive accommodations in a multitude of circumstances.

Evaluation Criteria

Criteria – Lot 1	Marks Available	Weightings
Quality Criteria	600	60%
Price Criteria	400	40%
Total	1000	100%

Benefits /value delivered

Exclusive, competitive pricing from leading national suppliers within the market

- Fully procured, FTS compliant solutions.
- Efficient and streamlined processes.
- The opportunity to mini complete between the successful suppliers.
- A wide range of options to PfH Members and residents throughout the United Kingdom.
- On-going contract management by a dedicated PfH procurement professional to ensure each individual contract runs to its full potential.

How we manage your contract

Our team is on hand to support you throughout the procurement process either acting as an extension of your internal procurement process or as a fully outsourced solution dependent upon your requirements; providing hands on category expertise and support to aid the delivery of an optimal contract environment.

We will manage the tender process with you right through to contract award to ensure you get the most competitive pricing and best service delivery from our suppliers based on your specific needs. Our bespoke platforms and data rich environment enable us to interrogate contracts to give you to tools to drive value through the life of the agreement, tackle non-compliance, undertake trend analysis and standardise product ranges to improve the bottom line.

How to access the framework



Step 1

Contact PfH to discuss the framework and your requirements



Step 2

Establish whether the framework is suitable for your specific requirements



Step 3

Find out if you are already a Member of PfH. If not, complete a Membership form (visit www.pfh.co.uk) and return as instructed in the form



Step 4

Once a Member, PfH will provide further information on the two procurement options available: direct award and mini-competition

Direct Award

Member provides detailed scope of works to eligible supplier

Supplier issues proposal to Member

If Member is satisfied with proposal, proceed with call-off process

Contract award

Mini-competition

PfH offer template call-off documentation and specification assistance if required

Tender issued to all suppliers

Tender evaluation process - PfH can offer support and assistance where needed

Contract award

Who can use the framework?

This Framework may be used by any contracting authority referred to in the FTS Notice and/or listed below:

- PfH Members
- Registered Social Landlords
- Local Authorities
- Arm's Length Management Organisations
- Police Scotland
- Scottish Fire & Rescue
- Universities & Further Education Establishments
- Registered Charities
- Subsidiaries of the above

Not a Member? Not a problem

Membership is open to all Scottish housing associations and local authorities, regardless of size. Once signed up, Members can access any of our procurement services from frameworks, to consultancy, to data services.

[Click here](#) for more information on how to become a PfH Member.



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