



Arches Housing - Insurance Renewal

Memorandum of Information (MOI)

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1. **Purpose, Structure and Next Steps for Bidders**

1.1 **Purpose of this document**

This Memorandum of Information (**MOI**) provides an overview of this Arches Housing Limited Procurement and details of the:

- Procurement and its objectives;
- The service requirements;
- Procurement process;
- Procurement commercial framework; and
- Procurement governance and administration requirements.

The purpose of this MOI is to provide potential Bidders with sufficient information on this Arches Housing Limited Procurement to enable them:

- To make an informed decision about whether they wish to participate;

And

- To submit an Expression of Interest (**EOI**).

1.2 **Project Team Members**

Name	Title
Brian Summerson	CEO
Bryan Armour	Finance Manager
Sandra Bates	PA to CEO (Internal Insurance Manager)
Sally Steade	Head of Housing and Property
Jamie Taylor	Head of Neighbourhood
Mike Wilson-Jarvis	Procurement Lead / Project Manager

1.3 **Organisation of this document**

Section 1: Purpose, Structure and Next Steps for Bidders

Details the purpose and organisation of the MOI and the next steps for potential Bidders.

Section 2: Introduction and Overview

Details the background and objectives to this Arches Housing Limited Procurement, the scope of services to be procured, the bidder pool and the factors critical to the success of this Arches Housing Procurement.

Section 3: Procurement Process

Details the steps involved in this Arches Housing Limited Procurement.

Section 4: Commercial Framework

Details the key commercial terms and other legal and contractual arrangements for this Arches Housing Limited Procurement.

Section 5: Governance and Administration

Details key governance and administration requirements of this Arches Housing Limited Procurement.

Section 6: Glossary of Terms and Abbreviations

Providing a glossary of the terms used in the MOI.

Annexes: Annex A: Requirement Specifications.

Annex B: Template to be used by potential bidders for submitting and Expression of Interest "EOI".

1.4. Next Steps for Bidders

1.4.1 Expressions of interest to provide and / or facilitate (Brokerage) this Insurance Cover service are invited from Partnerships, Corporate Bodies or other organisations who are licences to provide such service in the United Kingdom.

1.4.2 Interested parties wishing to participate in this Arches Housing Limited Procurement **must** submit an EOI, in the standard format detailed in **Annex B**. to arrive on or before:

12pm on Monday 28th February 2011

Method: e-mail (**preferred**) or post.

To e-mail: procurement@archeshousing.org.uk

To Post: Procurement, Arches Housing Limited, 122 Burngreave Road, Sheffield, S3 9DE

* Arches Housing Limited will accept EOI submitted by post in this instance (It is recommended that a proof of posting is obtained and retained by the potential bidder) but potential bidders are advised that this procurement will be conducted and managed electronically through email and the Arches Housing Limited website.

1.4.3 All '**Expressions of Interest**' **MUST BE** sent and received at the above address by the closing time and date.

1.4.4 Submissions received after this time and date will not be accepted. Neither Arches Housing Limited nor potential providers will be obligated to further commitment as a result of initial expressions of interest.

1.4.5 Potential bidders will then be sent a Pre Qualifying Questionnaire which will be used to determine their suitability for the required service. The date for submission of completed Pre Qualifying Questionnaires will be **12.00 noon Tuesday, 22nd March 2011**.

2 Introduction and Background

2.1 Arches Housing Limited

Arches Housing Ltd was established in 1975 and has over 30 years experience of providing good quality affordable housing within South Yorkshire. In 2005 we became a recognised Black and Minority Ethnic (BME) housing association with more than 80 percent of our Board Members from minority communities. We also have a target for our staff ethnicity and gender to reflect that of our customers.

Our staff and board are committed to help meet the aspirations and diverse needs of our communities and we will continue to ensure that our customers' homes and estates are maintained to a high standard. To help us meet this objective, our tenants and residents are actively encouraged to contribute towards improving service delivery through their own forum, focus groups, newsletters, this website and other media.

2.2 Our Vision

Provide homes and services to help our customers improve life qualities including security for themselves and their communities

2.3 Mission Statement

Promote excellence by valuing the diversity of our customers and using their knowledge as a key driver to influence our investment in services and building homes to meet their demand and that of future customers.

2.4 Core Values

Integrity, diversity, knowledge, energy and commitment to improvement and excellence

2.5 Our Community

We are very proud of the diverse nature of our communities. We aim to promote and encourage communities to prosper as a key thread to our work. As the only registered Black and Minority Housing Association operating within the city of Sheffield we are fully aware of our responsibilities to minority groups looking to access high quality, well managed affordable housing. It is with this responsibility in mind that our core services are tailored to meet the diverse needs of our communities.

2.6 Approach to Development

We build our homes to meet the Code for Sustainable Homes. This code is a national standard, with the primary aim of improving the overall sustainability of our properties. This gives the householder a level or "star" rating. Building to the code is a mark of quality and meets the Government requirements as we push for 2016 zero carbon targets. There is a growing appetite amongst consumers for more sustainable products and services and we are contributing to that by offering homes that reduce environmental impact and have lower running costs. Standard Assessment Procedure (SAP) is the Government's standard for assessing the energy performance of housing. The basic function of a SAP assessment is to provide two ratings: one is the energy efficiency, the other CO2 emissions. SAP takes into account a range of factors that contribute to energy efficiency:

- Thermal insulation of the building fabric
- Efficiency and control of the heating system

- Ventilation characteristics of the building

- Solar gain characteristics of the building
- Fuel used for space and water heating

As well as considering the environmental impact of new homes, we are committed to developing homes that are subject to a Building for Life assessment which has been developed by Design for Homes, The Commission for Architecture and the Built Environment (CABE) and the Home Builders Federation. A Building for Life assessment checks proposals against a set of twenty design criteria in order to judge the quality of the proposal. We aim for our developments to score good or very good.

All our new developments aim to follow the principles of inclusive design:

- Design for people.
- Acknowledge diversity and difference.
- Ensure designs are convenient and enjoyable for everyone.
- Offer choice where a single design cannot accommodate all users
- Allow for flexibility of use.

2.7 Our Requirements.

Areas of Insurance cover being considered and which form part of this procurement project:

1. Material Damage – Housing and Contents
Material Damage – Works in Progress
Material Damage – Business Interruption – Additional Expenses
2. All Risks
3. Public Liability
4. Employers Liability
5. Money
6. Fidelity Guarantee
7. Legal Expenses
8. Engineering – Insurance / Inspections
9. Personal Accident
10. Contractor All Risks
11. Computers
12. Terrorism

Risk Management and Loss Control Services

Claims handling service as appropriate.

2.8 What we are looking for in a provider.

- 2.8.1 A successful bidder must be fully committed to providing high quality Insurance Cover across all risks area to be covered under this procurement project as detailed in the service specification. They will be expected to deliver innovative and creative services that meet all the business needs of Arches Housing in a cost effective and affordable manner. We expect the new provider to have a highly skilled workforce that includes an

appropriate skill mix of account management, claims management, broking management and customer support staff.

- 2.8.2 Current annual costs are in the region of £90,000, taking into account our low claims history, we are seeking a reduction in costs of approximately 15 – 20%.
- 2.8.3 All bidders expected demonstrate their ability to meet and exceed our expectations in the areas outlined below:
- Affordably Premium Payable related to risk
 - Financial Status / Commercial Sustainability
 - Scope of Cover / Services
 - Technical Knowledge
 - Specialist Knowledge of Social Housing Sector
 - Quality of Risk Management Services
 - Claims Administration Services
- 2.8.4. Detail what incentives are available from you to make this a viable option.
- 2.8.5. Detail what assistance will be provided in the development of Risk Management strategy throughout the duration of the contract.
- 2.8.6. Details of the methodology that will be employed to keep Arches Housing Limited briefed on relevant technical and legislative developments throughout the duration of the contract.

2.9 Critical Success Factors (CSFs)

- 2.9.1 Arches Housing Limited requires the Provider to meet the following CSF's throughout the life of the Contract:
- **Access** – Software used to facilitate the contracted service must be responsive and reliable at all times as well as being user friendly and easy to administrate. Services provided through call centres must be helpful and responsive. These services must not create any additional administration cost for Arches Housing Limited.
 - **Quality** – The Insurance services are delivered in a timely and effective manner and to the highest industries standards.
 - **Value for Money and Affordable** – The Insurance services procured through this Procurement must be affordable and provide Vfm for Arches Housing Limited.

2.10 Objectives of this Arches Housing Limited Procurement

- 2.10.1 The key objectives of this Arches Housing Limited Procurement are:
- To obtain insurance services for arrange of insurable risks that is cost effective and value for money.
 - To improve the quality of claims management and administration services;
 - To reduce the amount of time taken in administrating claims.
 - To deliver affordable solutions over a medium term period.

2.11 Scope of Service

- 2.11.1 The Insurance services required for this Arches Housing Limited procurement are detailed in Annex A of this MOI.

2.12 Summary of Services to be provided.

- 2.12.1 The successful provider will need to offer the following:

- Insurance cover for number of risk areas excluding vehicles
- Risk Management and Loss Control Services
- To provide advice, guidance and support on Risk Management Initiatives.
- To appoint a representative to attend Risk Management meetings.
- To advise on new products, which could be of benefit to Arches Housing Limited.
- Provide a full claims handling service as appropriate .
- Provide advice in relation to new legislation, claims record and provide representative to attend Risk Management Group meetings if required.

2.13 Contract

- 2.13.1 A Contract will be offered to the successful bidder for an initial period of 3 years subject to performance and annual reviews with the possibility of a 2 year extension. A key element of any review will be the cost of annual cover inflation and the performance of any claims management services provided under the contract.

3. Procurement Process

The information given below is subject to change during the procurement process.

3.1 Procurement Timeline

The timeline for this Arches Housing Limited Procurement is set out in the table below. It should be noted that the dates are expected dates at the time of issuing this MOI and may be subject to change.

Activity	Date
Advert	11 th February 2011
E.O.I Response Deadline	28 th February 2011
Memorandum of Information	18 th February 2011
Pre-Qualification Questionnaire (PQQ) – Dispatch	2 nd March 2011
Pre-Qualification Questionnaire (PQQ) – Response Deadline	22 nd March 2011
Bidders Event	31 st March 2011
Invitation to Tender (ITT) – Dispatch	8 th April 2011
Questions & Answer Period – Starts	18 th April 2011
Questions & Answer Period – Ends	4 th May 2011
Invitation to Tender (ITT) – Response Deadline	19 th May 2011
Bidder Presentations	24 th May 2011
Award	15 th June 2011
Contract Start Date	1 st August 2011

*** Please note all dates are subject to change without notice**

3.2 Advert

3.2.1 Calls for 'Expressions of Interest' – Insurance Cover Renewal

3.2.2 National and local adverts will be published describing, in general terms, the insurance services being procured by Arches Housing Limited. These are intended to encourage responses from as wide a range of organisation as possible. Potential Bidders must register their interest by submitting an EOI in accordance with the requirements of paragraph 3.3

3.2.3 Published through 'My Tender' in the Official Journal of European Union on the 11th February 2011 appearing electronically on 16th February 2011.

Ref No: 81210 Title: Insurance Cover Renewal

The notice has been allocated the Journal reference number 53283-2011 [full OJEU reference number: 2011/S 32-053283].

3.3 Expressions of Interest

3.3.1 Expressions of interest to provide and / or facilitate (Brokerage) this Insurance Cover service are invited from Partnerships, Corporate Bodies or other organisations who are licences to provide such service in the United Kingdom.

3.3.2 Interested parties wishing to participate in this Arches Housing Limited Procurement **must** submit an EOI, in the standard format detailed in **Annex B**. to arrive on or before:

12pm on Monday 28th February 2011

Method: e-mail (**preferred**) or post.

To e-mail: procurement@archeshousing.org.uk

To Post: Procurement, Arches Housing Limited, 122 Burngreave Road, Sheffield, S3 9DE

3.3.3 All '**Expressions of Interest**' **MUST BE** sent and received at the above address by the closing time and date.

3.3.4 Submissions received after this time and date will not be accepted. Neither Arches Housing Limited nor potential providers will be obligated to further commitment as a result of initial expressions of interest.

3.3.5 Potential bidders will then be sent a Pre Qualifying Questionnaire which will be used to determine their suitability for the required service. The date for submission of completed Pre Qualifying Questionnaires will be **12.00 noon Tuesday, 22nd March 2011**.

3.4 Memorandum of Information

3.4.1 This MOI provides details of Arches Housing Limited Procurement. This MOI should provide potential Bidders with sufficient information on this Arches Housing Limited Procurement process and enable them to make an informed decision about whether they wish to register their interest in this procurement project. Interest must be registered by submitting an EOI in accordance with the requirements of paragraph 3.3

3.5 Pre-Qualification Questionnaire (PQQ)

3.5.1 The PQQ provides detailed information on the PQQ process, guidance on how to complete it together with a series of questions for potential Bidders to answer.

3.5.2 The PQQ will be issued, by e-mail, week commencing **28th February 2011** to all potential Bidders who submitted an EOI by the deadline. All Potential Bidders wishing to bid for this Arches Housing procurement must respond to the PQQ before the deadline stated in the PQQ. Arches Housing Limited reserves the right not to consider any PQQ submission received after that deadline.

3.5.3 A clarification question and answer process will operate during the PQQ stage and will be explained in the PQQ documentation.

3.5.4 The PQQ is designed to evaluate the capacity, capability and eligibility of potential Bidders to provide the insurance services which are the subject of this Arches Housing Limited Procurement.

3.5.5 The PQQ evaluation will include a short-listing process and potential Bidders will be told whether or not they have been short-listed.

3.5.6 Further details of the PQQ process and evaluation will be set out in the PQQ.

3.6 Bidders Event

3.6.1 To ensure all shortlisted potential Bidders are given an equal opportunity to fully understand the requirements of this Arches Housing Limited Procurement and have an equal opportunity to bid, it is intended to hold a Bidder Event on the 31st March 2011; The event will provide further details of the services to be provided and an overview of the procurement process & timescales.

3.6.2 All interested shortlisted potential bidders will be invited to attend the Information Event on the afternoon of 31st March 2011.

The Shortlisted Potential Bidder Information Event Venue and Time:

The Board Room
Arches Housing Limited.
122 Burngreave Road,
Sheffield,
S3 9DE.

Starting at 14.00 pm and closing by 16.00 pm.

3.6.5 Further details of this event will also be sent out to shortlisted bidders by email during the week beginning the 21st March 2011.

3.7 Invitation to Tender (ITT)

3.7.1 Bidders invited to proceed to the ITT stage for this Arches Housing Limited procurement will be issued with an ITT pack.

3.7.2 The detailed requirements of this Arches Housing Limited ITT, the information required from Bidders and the timescales for submission of bids will be included in the ITT document pack.

3.7.3 Further details of the ITT process and evaluation will be set out in the Arches Housing Limited ITT document pack.

3.8 Contract Award

3.8.1 Based on the outcome of the ITT evaluation, recommendations will be made to the Arches Housing Limited Board for the Board to consider. Following Arches Housing Limited's Board approvals, Arches Housing Limited and the recommended Bidder may enter into the contract.

3.9 Service Commencement

3.9.1 Following contract award and in accordance with the Provider's mobilisation plan, Arches Housing Limited and Provider will work together towards service commencement at the contractually agreed date.

4. Commercial Framework

Potential Bidders' attention is drawn to the following commercial information:

4.1 Contract

4.1.1 The contract to be entered into by Arches Housing Limited and the selected Provider for this Insurance Services Procurement will be based on a Local Government Service Contract Template.

4.1.2 The Contract will be separate to and independent of any existing contract currently in place between a Provider and Arches Housing Limited.

4.2 Contract Duration

4.2.1 The Contract may be for a term of up to 3 years with the possibility of extending the term beyond the initial contracted duration by mutual agreement with the Provider for a further 2 years.

4.3 Policies and Strategies

4.3.1 Bidders will be required to provide evidence that all workforce policies, strategies, processes and practices comply with all relevant employment legislation applicable in the UK.

4.3.2 At PQQ Stage, potential Bidders will be required to provide executive summary information on the following, with full copies of policies and other documentation being available for inspection at ITT stage:

- Recruitment, Diversity, Health & Safety and other relevant policies including those on Environmental Protection;
- Procedures for ensuring compliance with industry statutory and regulatory requirements including licences and are registered with the relevant UK professional and regulatory bodies;
- Staff handbook setting out terms and conditions of employment and work practices for staff.

4.4 IM&T

4.4.1 Provision of IM&T hardware and software will be the responsibility of the Provider.

4.4.2 The Provider will also be required to make available appropriate information management and governance systems for the management of claims etc.

4.4.3 This will need to be supported by appropriate training of Arches Housing staff as appropriate.

4.5 Payment Mechanism

4.5.1 Arches Housing Limited shall make payments to a provider under the contract promptly and in accordance with the terms of the contract. The basis for payments to a provider for this Insurance service will be annually in advance of cover periods.

4.5.2 Remuneration & Settlement Terms – Unless otherwise agreed payment will be made within 30 days of receipt of a properly prepared invoice subject to the Insurer / Broker providing any data required to assist the Client with breakdowns of cost. Value added tax or insurance premium tax, where appropriate shall be shown separately on all invoices as a strictly net extra charge.

4.6 Financial Standing

4.6.1 Financial standing requirements for this Arches Housing Limited Procurement will be limited at the PQQ stage to confirmation of identity, solvency and proposed business structure, with no other financial requirements.

4.7 Performance Security

4.7.1 It is expected that no performance security will be required from the Provider for this procurement.

4.8 Insurance

4.8.1 The Provider must have in place and maintain insurance cover which meets at least their minimum statutory requirements.

4.9 Quality and Governance

4.9.1 The delivery of a service that is seen to be consistently high quality and user – friendly and it is expected that the Provider will demonstrate this philosophy in day to day operations.

4.9.2 The Provider must have a quality assurance system which:

- Has effective service performance measurement criteria
- Meets all legal requirements relating to health and safety in the workplace.

4.10 Monitoring and Evaluation

4.10.1 Monitoring and Evaluation will be developed and conducted jointly with the successful bidder to ensure that the expected outcomes are achieved. Successful bidders will be required to submit vital data, and ensure that it is gathered, analysed and reported to commissioners in the appropriate and timely manner.

5. Governance and Administration

5.1 General

5.1.1 This procurement will be managed and in compliance with Arches Housing Ltd authorised Financial Regulations approved June 2010 and The Public Contract Regulations 2006.

5.2 Bidding Costs

5.2.1 Potential bidders are responsible for own costs associated with this procurement project including preparation of bid responses, copies of policy, strategic documents and certificates, and no fees or costs will be accepted or paid by Arches Housing Limited.

5.3 Conflicts of interest

5.3.1 In order to ensure a fair and competitive procurement process, Arches Housing Limited requires that all actual or potential conflicts of interest that a potential Bidder may have are identified and resolved to the satisfaction Arches Housing Limited.

5.3.2 Potential Bidders should notify Arches Housing Limited of any actual or potential conflicts of interest in their response to the PQQ. If the potential Bidder becomes aware of an actual or potential conflict of interest following submission of the PQQ it should immediately notify Arches Housing Limited via email to procurement@archeshousing.org.uk . Such notifications should provide details of the actual or potential conflict of interest.

5.3.3 If, following consultation with the potential Bidder such actual or potential conflict(s) are not resolved to the satisfaction of Arches Housing Limited, then Arches Housing Limited reserves the right to exclude at any time any potential Bidder from this Arches Housing Limited Procurement process.

5.4 Non-collusion and Canvassing

5.4.1 Each potential Bidder must neither disclose to, nor discuss with any other potential Bidder, or Bidder (whether directly or indirectly), any aspect of any response to any Arches Housing Limited Procurement documents (including the PQQ and ITT).

5.4.2 Each potential Bidder must not canvass or solicit or offer any gift or consideration whatsoever as an inducement or reward to any officer or employee of, or person acting as an adviser to Arches Housing Limited in connection with the selection of Bidders or the Provider in relation to this Arches Housing Limited Procurement.

5.5 Freedom of Information

5.5.1 Arches Housing Limited is committed to open government and meeting its legal responsibilities under the Freedom of Information Act (**FOIA**). Accordingly, any information created by or submitted to Arches Housing Limited (including, but not limited to, the information contained in the MOI, PQQ or ITT and the submissions, bids and clarification answers received from potential Bidders and Bidders) may need to be disclosed by Arches Housing Limited in response to a request for information.

5.5.2 In making a submission or bid or corresponding with Arches Housing at any stage of this procurement project, potential Bidder acknowledges and accepts that Arches Housing Limited may be obliged under the FOIA to disclose any information provided to it:

- Without consulting the potential Bidder or

- Following consultation with the potential Bidder and having taken its views into account.

- 5.5.3 Potential Bidders and Bidders must clearly identify any information supplied in response to the PQQ or the ITT that they consider to be confidential or commercially sensitive and attach a brief statement of the reasons why such information should be so treated and for what period.
- 5.5.4 Where it is considered that disclosing information in response to a FOIA request could cause a risk to the procurement process or prejudice the commercial interests of any potential Bidder, Arches Housing Limited may wish to withhold such information under the relevant FOIA exemption.
- 5.5.5 However, potential Bidders should be aware that Arches Housing Limited is responsible for determining at its absolute discretion whether the information requested falls within an exemption to disclosure, or whether it must be disclosed.
- 5.5.6 Potential Bidders should therefore note that the receipt by Arches Housing Limited of any information marked “confidential” or equivalent does not mean that Arches Housing Limited accepts any duty of confidence by virtue of that marking, and that Arches Housing Limited has the final decision regarding the disclosure of any such information in response to a request for information.

5.6 Disclaimer

- 5.6.1 The information contained in this MOI is presented in good faith and does not purport to be comprehensive or to have been independently verified.
- 5.6.2 Arches Housing Limited, nor any of their advisers accept any responsibility or liability in relation to its accuracy or completeness or any other information which has been, or which is subsequently, made available to any potential Bidder, Bidder, Provider or any of their advisers, orally or in writing or in whatever media.
- 5.6.3 Interested parties and their advisers must therefore take their own steps to verify the accuracy of any information that they consider relevant. They must not, and are not entitled to, rely on any statement or representation made by Arches Housing Limited or any of their advisers.
- 5.6.4 This MOI is intended only as a preliminary background explanation of Arches Housing Limited activities and plans and is not intended to form the basis of any decision on the terms upon which Arches Housing Limited will enter into any contractual relationship.
- 5.6.5 Arches Housing Limited reserves the right to change the basis of, or the procedures (including the timetable) relating to, this Arches Housing Limited Procurement process, to reject any, or all, of the PQQ submissions and ITT bids, not to invite a potential Bidder to proceed further, not to furnish a potential Bidder with additional information nor otherwise to negotiate with a potential Bidder in respect of this Arches Housing Limited procurement.
- 5.6.6 Arches Housing Limited shall not be obliged to appoint any of the Bidders and reserves the right not to proceed with this procurement, or any part thereof, at any time.
- 5.6.7 Nothing in this MOI is, nor shall be relied upon as, a promise or representation as to any decision Arches Housing Limited in relation to procurement. No person has been authorised by Arches Housing Limited or its advisers or consultants to give any information or make any representation not contained in this MOI and, if given or made, any such information or representation shall not be relied upon as having been so authorised.

5.6.8 Nothing in this MOI or any other pre-contractual documentation shall constitute the basis of an express or implied contract that may be concluded in relation to this Arches Housing Limited procurement, nor shall such documentation/information be used in construing any such contract. Each Bidder must rely on the terms and conditions contained in any contract when, and if, finally executed, subject to such limitations and restrictions that may be specified in such contract. No such contract will contain any representation or warranty in respect of the MOI or other pre-contract documentation.

5.6.9 In this section, references to this MOI include all information contained in it and any other information (whether written, oral or in machine-readable form) or opinions made available by or on behalf of Arches Housing Limited or any of their advisers or consultants in connection with this MOI or any other pre-contract documentation.

5.7 Complaints & Disputes

5.7.1 If a dispute arises out of the Contract the parties will attempt settlement by negotiation. In the event of any dispute, difference or question of interpretation arising between the parties, neither shall take recourse to any other resolution (whether by reference to mediation or by litigation) without joint agreement in writing having been obtained between both parties.

5.8. Applicable Law

5.8.1 This Contract shall be governed by and interpreted in accordance with English law and the parties submit to the exclusive jurisdiction of the courts of England and Wales.

6. Glossary of Terms and Abbreviations

Terms	Description
Bidder	A single operating organisation/person that has been short-listed through the PQQ evaluation process and been invited to participate in the ITT stage and is bidding for service
Bidder Guarantor	An organisation providing a guarantee, indemnity or other undertaking in respect of a Bidder's or a Bidder Member's obligations.
Contract	A form of contract, as detailed further in paragraph 5.1, to be entered into between Arches Housing Limited and Recommended Bidder for the provision of insurance services.
EOI	Expression of Interest
FOIA Freedom of Information Act	The Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time, together with any guidance and / or codes of practice issued by the Information Commissioner, the Department of Constitutional Affairs, the Office of Government Commerce and Arches Housing Limited in relation to such legislation or relevant codes of practice to which Arches Housing Limited is subject.
IM&T	Information Management and Technology
ITT	Invitation to Tender
MOI	This Memorandum of Information setting out the details of Arches Housing Limited requirements.
Potential Bidder	A single operating organisation or person that is participating in the Arches Housing Limited Procurement, but that has not at the relevant time been invited to respond to an ITT
PQQ	Pre-Qualification Questionnaire
Provider	The successful Bidder who has entered into a Contract with Arches Housing Limited to provide the Insurances services specified in the relevant project documents.
VfM	Value for Money which is the optimum combination of whole-life cost and quality (fitness for purpose) to meet the overall service requirement

Appendix A

Specifications

Please see separate document

Appendix B

EOI Reply Format



Arches Housing - Insurance Renewal

EOI Reply Format

To: Procurement - procurement@archeshousing.org.uk

From:

Subject: Arches Housing Insurance Renewal Project

Contact Name:

Organisation name:

Organisation Type:

1. Direct underwriter
2. Tried Broker
3. Independent Broker
4. Other (please specify)

Organisation Address:

Contact Telephone Number:

Contact email address:

Organisation Website address: