

AWARD® – selected by the Home Office to support their General Property Project

AWARD® supports the procurement of a 4-year framework agreement to provide Estates Professional Services to the Home Office



Customer Profile

The Home Office is responsible for the Police, UK Border Agency and the Security Service (MI5). It is also in charge of government policy on security-related issues such as drugs, counter-terrorism and ID cards.

The Home Office includes:

- **the Office for Security and Counter-Terrorism (OSCT)**, which works with other departments and agencies to ensure an effective and coordinated response to the threat of terrorism.
- **the Crime and Policing Group**, which works with the police service and other partners to reduce crime and protect the public.
- **the Government Equalities Office**, which works across the whole government to improve equality, reduce discrimination and disadvantage for all at work, and increase people's life chances.
- **the Border Force**, which is a Home Office operational command responsible for immigration and customs in the UK, including border controls in France and Belgium.

The Home Office has four agencies:

- the Criminal Records Bureau
- the Identity and Passport Service
- the National Fraud Authority
- the UK Border Agency

Also, there are 15 non-departmental public bodies that carry out functions

operate independently, ensuring they focus on their own objectives in making unbiased recommendations and decisions. These NDPBs include: the Independent Police Complaints Commission, the National Policing Improvement Agency and the Serious Organised Crime Agency.

Doing business with the Home Office

As a large organisation, the Home Office buys a number of products and services from suppliers. The Commercial Directorate takes the lead on procurement, dealing with a multitude of local, national and global organisations. These range from those

with just a few employees to those with many thousands.

All suppliers to the Home Office are appointed in line with EU regulations relating to public sector procurement. The Home Office is required to procure all its goods and services through fair, open and transparent competition that must comply with the regularity framework.

The Home Office is embracing the increased use of technology to conduct its business. This includes:

- an Enterprise Resource Planning (ERP) system covering the Procure-through-to-Pay processes.



4-year framework agreement to provide a range of Estates Professional Services to the Home Office.

The Authority's General Estate (non-custodial), comprises of approximately 1,400 property holdings. The distribution of properties across the Home Office General Estate is detailed on the map above.

"The main challenge was dealing with the large volume of documents submitted as part of the PQQ and ITT stages of the procurement. The use of the AWARD® tool, and the support provided, made document management easy and was a big help for evaluators who were able to access the specific information they needed at the click of a button. This saved a great deal of time and effort and took a lot of the pain out of the exercise."

**Troy Martin, Commercial Manager
Home Office General Property**

The procurement of the framework agreement – Project Delivery: Estates Professional Services – had two principal objectives:

1. To support the delivery of demand-side improvements through more

structured and integrated processes into strategy, planning and delivery.

2. To support supply-side savings through non-exclusive framework agreements for the Home Office.

The successful providers will deliver a range of professional services including, but not limited to, architecture, civil engineering, land surveying, project management, quantity surveying, structural engineering and town planning.

Typical construction-led projects would vary in scope and relate to works, including Interior fit out projects, refurbishment projects, general construction projects, mechanical and electrical works and new build projects—all delivered through traditional, single-land, two stage design and build approaches.

The framework covers England and Wales, plus a small number of premises in Scotland and Northern Ireland.

Four suppliers have been appointed to the framework, with a term of four years and an estimated value of £15–£25m.

Running the Evaluation with AWARD®

This project had two phases of evaluation, PQQ & ITT. Tenders for both stages were submitted via the eEnablement sourcing tool (Emptoris), and then transferred into AWARD® for the evaluation. At the PQQ stage, it took just 6 weeks for 7 assessors to run 3,192 assessments and to evaluate 28 bidders against 50 criteria. Similarly at the ITT stage 10 bids went through 1,860 assessments against 40 criteria by 8 assessors over a period of 5 weeks. Over 760 bidder documents were submitted and evaluated.

"Using AWARD® in addition to our eSourcing tool gave us a greater range of functionality in terms of document management, ease of evaluation process and the creation of progress reports and supplier de-briefing material. The range of management information we were able to interrogate AWARD® for helped us to manage the project, and suppliers were pleased with the de-brief reports generated."

**Troy Martin, Commercial Manager
Home Office General Property**

