

DPS MARKETPLACE

# Join the repairs revolution.

A revolutionary new framework that empowers landlords to deliver faster repair and maintenance services, drive operational efficiency and reduce costs.

In partnership with





## About us.



Plentific is one of the fastest growing PropTech companies in the UK. Since 2013, we've been working closely with landlords to deliver more efficient repairs and maintenance services to over 200,000 properties across the UK and Germany.



Notting Hill Genesis has been providing homes for those who need them for more than 50 years. Initially set up to support communities in west London it now owns and manages more than 66,000 homes.



The Peabody Group has over 150 years of experience and expertise in housing. Peabody owns and manages more than 66,000 homes across London and the South East. It also has 17,500 care and support customers.



# Join our repairs revolution.

**Plentific, Peabody and Notting Hill Genesis have partnered to deliver an easily procurable framework that empowers landlords to deliver better service, at lower cost.**

This new OJEU-compliant solution makes it easy to transform operations through a revolutionary new marketplace approach and a cutting-edge platform that offers smart capacity and simple management.

At the heart of this partnership is a Dynamic Purchasing System (DPS) that makes it easy for landlords to procure and manage repairs and maintenance work for their residents, from a marketplace of highly-vetted local tradespeople.

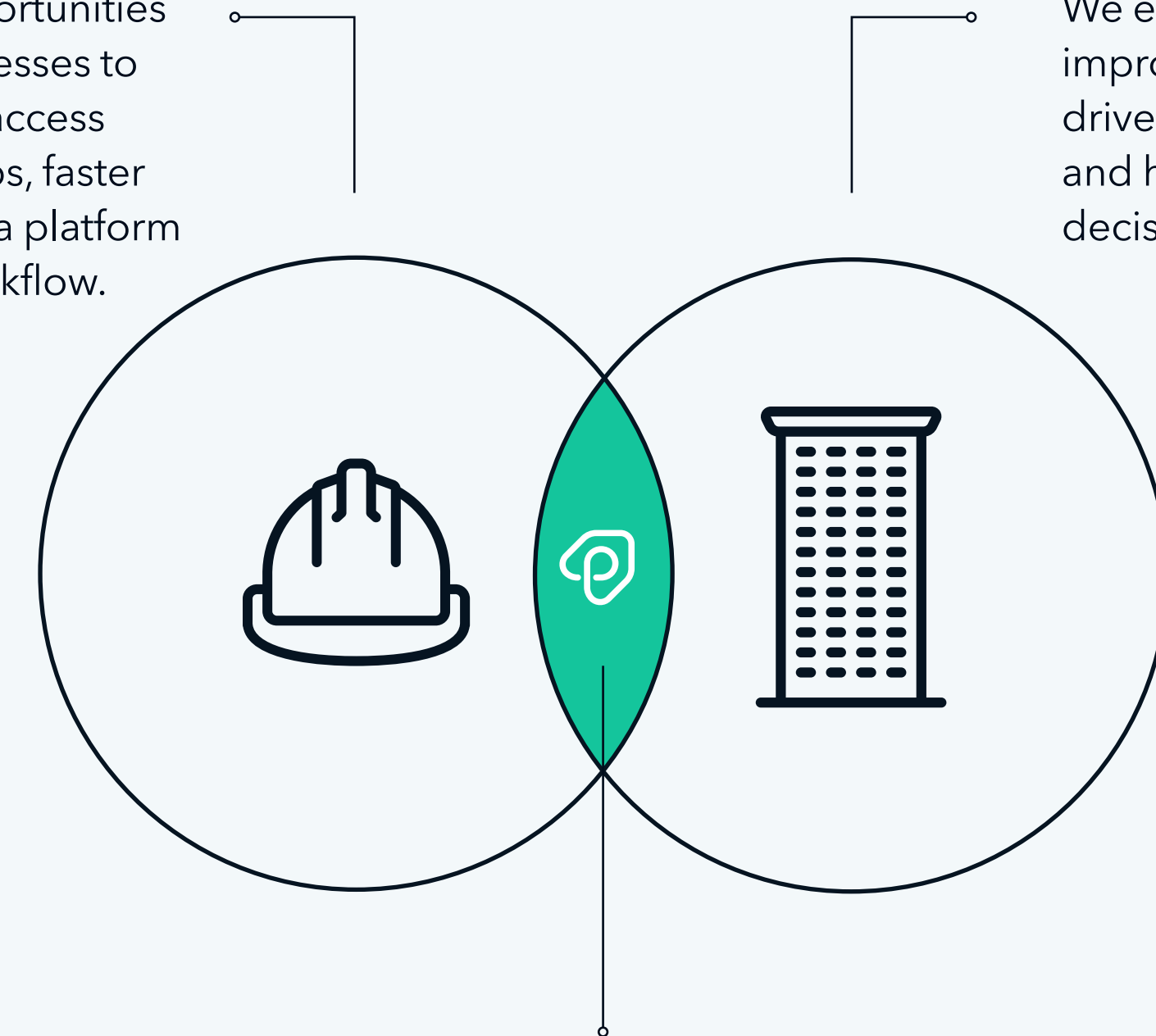
For landlords, this means competitive quotes for every job. More work for local businesses. Fast resolution. And happier residents – all in a single, easy-to-procure package.

## For contractors

We create opportunities for trade businesses to grow through access to exclusive jobs, faster payments and a platform to manage workflow.

## For landlords

We empower landlords to improve resident satisfaction, drive operational efficiency and harness data for better decision making.



## The magic

Together we improve homes through better services and transform communities by opening opportunities to local tradespeople.

# Dynamic purchasing: A framework for added control and faster services.

**We've made procurement quick, seamless and secure, leaving your team more time to deliver great resident experience.**

A Dynamic Purchasing System (DPS) is an innovative approach to a traditional framework agreement. Our DPS Marketplace allows landlords to procure repairs rapidly and efficiently from an approved "pool" of contractors. Mini-tender processes are carried out and contracts with an individual contractor for a specific repair order can be entered into or "called-off".

Contractors can apply to join the DPS at any time, unlike a Framework Agreement which is closed to new contractors after it is launched.

Our DPS Marketplace provides smart capacity management through a flexible and competitive labour force. It is fully OJEU-compliant and adapts to the needs of your organisation. It gives you unrivalled cost efficiency and allows your operations team to delight residents through fast, effective services.





# A flexible framework that adapts to your organisation's needs.



## Improve resident satisfaction

With 95% of jobs quoted in 24 hours and an average of just 5 days to completion.



## Drive operational efficiency

With tools for unrivalled workflow management, fast scheduling, communication and resolution.



## Support local economies

Utilise a pool of top local contractors supporting the local communities you operate within.



## Reduce costs

Get competitive quotes - and make savings on procurement and service operations.



## Uncover performance insights

Bring operations and data into one place - giving your teams detailed reporting and performance insight.



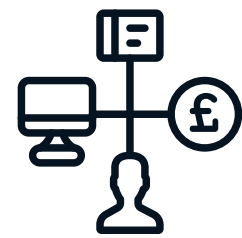
## Lower your carbon impact

Working with local contractors means there's less travel required for every job to get done.



# A platform and marketplace at your fingertips.

Multi-year contracts with a single contractor often don't deliver the desired value or efficiency. That's why we've built a platform that combines smart management tools with access to a marketplace of expertly vetted local contractors - supporting communities and small businesses alongside.



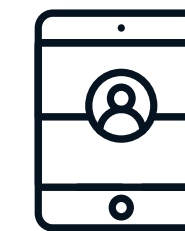
## Smart, powerful property management tools

Your property portfolio and work orders, brought together through a single platform. Manage jobs from raise to resolution with a marketplace of skilled contractors. Get detailed data and analytics to supercharge your operations and finance.



## Innovative solutions to procurement headaches

Augment your existing contractors and workforce with our on-demand Open Marketplace. Or join our DPS Marketplace to do away with costly, time-consuming procurement exercises altogether.



## A marketplace of vetted local contractors

Deliver better service, faster resolutions and ensure that you're always getting a fair price. Get multiple quotes for every job raised from a dynamic marketplace of skilled contractors large and small, local and national.

# Supercharge operations with a simple, powerful dashboard.

## Reduce the strain on your operational teams

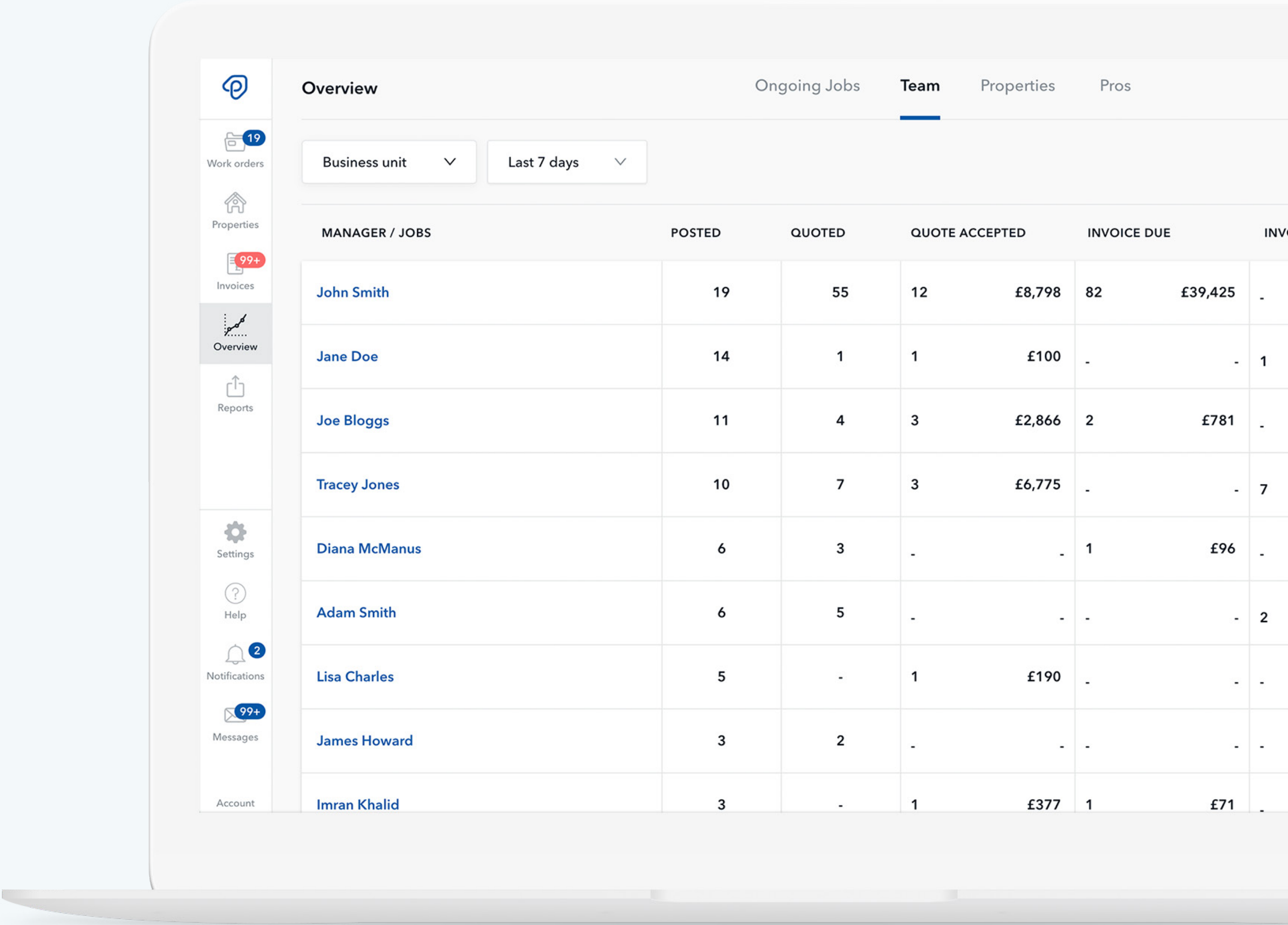
Easy, fast scheduling, communication and resolution that drives down operational costs.

## Raise, manage and resolve work orders in one place

Get quotes, chat with contractors and keep track of costs in one, easy-to-use dashboard.

## Get completion reports and reviews for every job

Every communication, quote, variation and completion is logged - giving you on-demand, auditable work history.





# A dynamic marketplace of local trade specialists.

## The right contractor for the right job

Get a competitive quote on every work order raised, from our marketplace of verified local contractors - improving quality, transparency and value for money while reducing complaints and improving resident satisfaction.

## Quality and capacity assured

The DPS Marketplace is proactively managed by Plentific. Contractors can join at any time, providing they meet strict, trade-specific requirements. Landlord and resident feedback is closely monitored too. It means better service and no capacity worries.

## Empowering local communities

Work with a pool of top local contractors supporting the local communities you operate within.



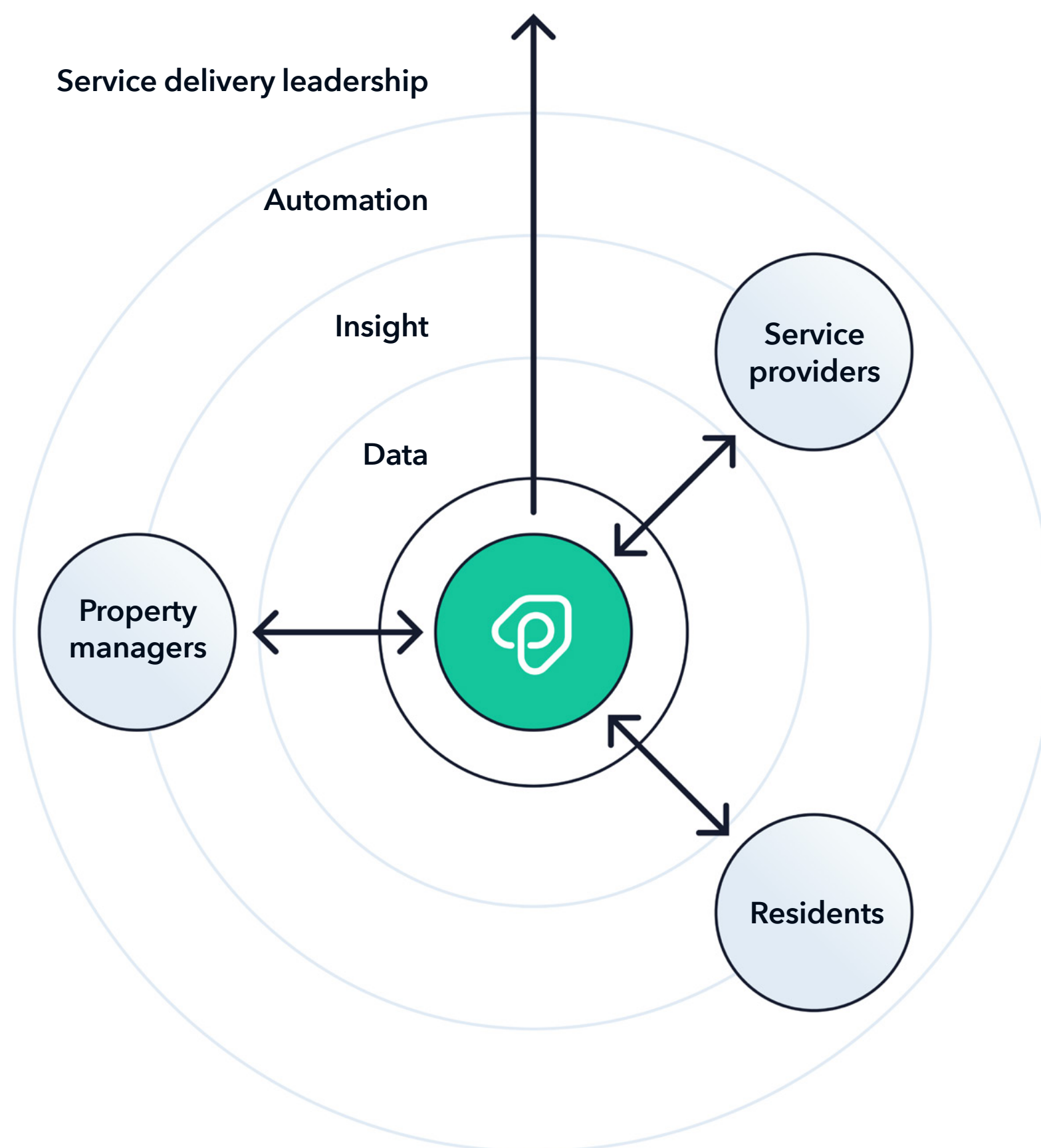
**General Plumbing Ltd.**



**Verified Pro** • 324 Reviews • Hired 4,563 times



# Connecting people, processes and teams.



## Service delivery leadership

We give you a single source of truth, and a single system for repairs and maintenance, which unites property managers, service providers and residents. And it's easier than ever for teams within your organisation to align - connected in real time through our platform to deliver the best service possible.

## Connect data

Bring portfolio and operational data together across departments and management. Integrate with your existing systems by using our webhooks to receive real-time status updates.

## Uncover insights

Drive performance through powerful insights - from problem properties to the performance of individuals in your operational teams.

## Automate activities

Give your people time to do more of what matters, using a single platform to reduce paperwork and repetitive tasks.



**Your questions  
answered.**





[Book a demo](#)

# Your questions answered.

## **Is there a fee to join?**

### **What are the ongoing costs?**

You only pay for the jobs you place and a licence fee that's based on the number of properties you manage through the platform. Please contact our team for further pricing information.

## **Is the DPS OJEU-compliant?**

Yes. Both the framework solution and the DPS Marketplace were procured in line with the Public Contracts Regulations 2015.

## **What if Plentific doesn't currently operate in certain locations?**

The DPS Marketplace has the capacity to allow full nationwide coverage. If you need us in an area we don't currently operate, we'll work together with you to build a marketplace.

With a minimum volume commitment from your portfolio, we can use our experience and network to build a competitive marketplace in just 6-8 weeks.



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# Your questions answered.

## What is the procurement process for the DPS?

The DPS is formally live at the point that Peabody & NHG publish the OJEU notice for it, and then it applies a simple two-staged approach to how it operates.

**Step 1:** Contractors apply (via the Plentific site) to offer their services under the DPS. This application stage contains a series of minimum requirements (e.g. trade-specific accreditations) to ensure that only suitable contractors can join the framework.

**Step 2:** Works contracts (in the form of the jobs posted by the social housing clients using the DPS) are awarded through the Plentific portal, following a streamlined quotation exercise, based on a flexible set of award criteria geared around price and quality. Only contractors approved to the DPS following Step 1 would be able to see and bid on these jobs.

## What is the procurement position for this contract?

NHG and Peabody have carried out a procurement process for the provision of Software and Management Services and awarded a Framework Agreement to Plentific.

The OJEU Contract Notice stated that the Framework Agreement would be for the benefit of NHG, Peabody and other registered providers of social housing.

A registered provider can therefore enter into a call-off contract directly with Plentific for the licence of the Software Platform and the provision of the Management Services.

The Framework Agreement sets out a template call-off contract and pricing framework.







Book a demo

# Your questions answered.

## What is Plentific's role within this framework agreement?

Plentific supplies the software platform for the operation of the DPS, as well as management services, which include:

- ✓ Marketing to attract contractors to the marketplace
- ✓ Ensuring contractors meet required standards
- ✓ Processing payment to contractors (as agent for the RP principal) using a digital wallet system

Public procurement requirements have been preempted by NHG and Peabody to enable ease of access for other registered providers.





# Your questions answered.

## Is the DPS a Qualifying Long Term Agreement under Section 20?

Whilst registered providers are advised to take their own legal advice on this point, NHG and Peabody have consulted with a leading QC and Capsticks on this issue.

The QC advised that the DPS is not a QLTA. This is because it does not meet the all three of the legal requirements of a QLTA, namely:

1. **Is there an agreement?** There will be an agreement between NHG and Peabody and the contractors about how the DPS operates.
2. **Is the agreement for a term of more than 12 months?** Although the DPS is intended to last for ten years, a contractor can decide to join or leave at any time. The contractor is not therefore legally committed to a term of more than 12 months.
3. **Are costs incurred under the DPS agreement?** Costs are not actually incurred under the DPS agreement. Under the DPS agreement there is no commitment by either party to enter into call-off contracts. The DPS agreement does not set out any detail about the particular works/services to be purchased or the pricing. This is dealt with under the individual call-off contracts and prices determined via the mini-competition process.

As a result of this leading legal advice, no consultation was required under Section 20 to set up the DPS. NHG and Peabody did however want to engage transparently with their residents and decided to send “non-statutory” consultation letters to their residents to keep them informed about the DPS and how this works.

## Is Section 20 relevant to the DPS call-off contracts?

Section 20 may be applicable to individual call-off contracts under the DPS (i.e. the individual jobs issued to contractors). This depends on the particular call-off contract and the works being ordered - so must be looked at on a case-by-case basis.

If you think that a specific piece of work may require consultation, we would urge you to seek your own advice in relation to the specifics of the job in question.







[Book a demo](#)

# Your questions answered.

## What is the Section 20 position for the Management Services / Software Platform contract with Plentific?

In general terms, the Section 20 approach for the Software Platform / Management Service costs will depend on whether you are looking to recover any of Plentific's costs (for example, the Management Fee) from your leaseholders.

If you are not looking to recover any of these costs, Section 20 will not apply.

If you do intend to recover any of Plentific's Software Platform / Management Service costs from your leaseholders, it is likely that your contract with Plentific will be classed as a QLTA (subject to the QLTA criteria being met). Consequently, a registered provider would usually need to carry out a Section 20 consultation process to enter into this Software Platform / Management Service contract.

However, as you, as a registered provider, are seeking to use a pre-existing, publicly procured Framework Agreement for the Software Platform / Management Services, you should be able to seek dispensation to enter into the contract without carrying out consultation (in the same way as you would when looking to use, for example, a National Framework Agreement which is already in place).

We recommend registered providers seek independent advice.





# Interested in learning more?

Book a demo to find out more about the DPS Marketplace and see our platform in action.



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