

Healthwatch Market Engagement Events - Questions and Answers

Questions	Responses
How does the proposed contract value compare to the current contract value of this service?	<p>Current contract value £609k 2019/20 Devon County Council - 5.6 % reduction on current value Plymouth City Council - 2% reduction on current value Torbay Council - 16.6% reduction on current value</p> <p>The intention is to sustain the £560k pa contract value for the first 3 years of the Lot 1 Healthwatch contract.</p>
Can the funding be different in each area?	<p>Yes, funding could be different in each Local Authority area. Commissioners are however committed to doing everything possible to develop arrangements which are fit for purpose for the whole STP area.</p>
When will the final budget figures come through?	<p>All 3 Local Authorities have Cabinet meetings in December 2019 where budget figures should be agreed for Lot 1 of this contract. If there is any change of figure prior to formal full council budget meetings, then a dialogue will be entered into with the successful provider.</p>
When the tender is published, will the budget figures be fixed?	<p>The budget figures will be indicative at this stage</p>
Lot 1 Questions	Lot 1 Responses
Local authorities will have expectations from their individual services, so will there be an individual requirement for services in each area?	<p>The contract will require all the statutory local Healthwatch functions to be delivered, with some consistency across the whole STP area but scope for variations in each local authority.</p>
By face to face presence, do you mean somewhere the public can directly access?	<p>The Lot 1 specification states within section 4.2ii: 'Ensure that Healthwatch Devon, Plymouth and Torbay is accessible to all parts of Devon, both urban and rural, at as local a level as possible. The Local Healthwatch must ensure a local face-to-face presence in each local authority area (i.e. Plymouth, Devon and Torbay)'.</p>
Will the specifications change after feedback that is received in the future?	<p>The specifications are currently in draft status. The feedback will be taken into consideration, the specifications may change prior to the tender being published.</p>
TUPE - to be aware of staff having local authority pension commitments and the implications of this with transfer of staff	<p>TUPE letters will be issued by procurement to existing providers. A confidentiality form must be signed before the TUPE details will be released via the electronic tendering system.</p>

As this is a service for the public, is information about the Healthwatch contract put out to the public to inform them of changes or potentially get feedback?	The proposed Pan Devon infrastructure has been shared with stakeholders, but in terms of public perception there will still be a local Healthwatch for each local authority.
If the contract rolls on after the 3 year term, will the Local Authorities look at efficiencies?	This will depend on how well the contract is performing and changes that may occur. Commissioners have tried to embed stability for three years. The additional +1 options are not definite and may change.
Indicative budgets – if a local authority was experiencing difficulties and needed to reduce their contribution how would this be managed? How would it affect access to services?	The 3 LA's are committed to sustaining a single infrastructure for Healthwatch which is effective in all parts of the STP area and that will inform their negotiations with each other and with providers.
Will “how you attract and retain volunteers” be in the specification?	In the draft specification clause 4.2iii has been revised in direct response to provider feedback. This now states: ‘Recruit, train, support and retain a sufficient number of volunteers within each local authority area, to assist the Local Healthwatch function in undertaking its role within local communities’.
Should you elect to change providers does the indicative budget shown on the slides include the TUPE costs?	Yes
Lot 2 Questions	Lot 2 Responses
If you are saying that Lot 2 engagement currently happens in Devon, what happens in Plymouth and Torbay?	Historically, each local authority has undertaken engagement separately from each other under their own contract arrangements.
Is engaging with Carers part of this?	Yes
Does Spot Purchasing have a pre-agreed pricing structure or how do you envisage this looking?	This element of the tender has not been agreed yet but will be published within the tender pack.
Is the £120K local authority money?	The £120k is money that has been spent by the local authorities and the CCG (in the current Devon Lot 2 contract) and in some circumstances, this spend is on behalf of other partners.
Is the £120K per annum total money that went through all three Healthwatch services?	No, as current providers have undertaken additional engagement activities and may have received funding from other sources.
Is there a commitment to joint commissioning by the CCG?	Yes, the CCG are involved in specification development and are committed to using Lot 2.
Is the 120K per annum an estimate, which could potentially be a lot less?	The £120k specifically relates to the financial year 2018/19 and is an estimate of the engagement funding for that financial year. As a spot purchase arrangement, this can increase or decrease.
Does it include the engagement of childrens services?	Yes.

Does this preclude income generation?	The successful providers of both lot 1 and lot 2 will not be precluded from income generation, as long as they are able to fulfil their contractual obligations.
Why has the NHS not been represented at the meetings? Is there any indication of the type of engagement that they are likely to procure?	Devon CCG colleagues were invited to all 3 market engagement events, but work schedules precluded their involvement. The previous 2 Devon CCG's used Lot 2 for targeted engagement of particular groups, such as children's mental health service users, and have indicated they will undertake similar work in the future.
Is Lot 2 commissioned by all 3 areas in the CCG / NHS	Yes
From the £120k last year how many distinct projects did that include?	For 2018/19 it included 23 distinct projects.
When work is commissioned, will the Local Authorities have the power to publish the work, and do this in an independent way?	Yes, but this would depend on the sensitivity of the work and whether this could be published.
If Healthwatch is undertaking both Lots, how will the differences be indicated?	Independent consumer voice activity and spot purchase will be clearly distinguished.
If there needs to be a front facing office which is a funding expectation, are Plymouth expecting the same provision?	Not necessarily an office but a face to face presence within each local authority. Commissioners are flexible on the mixture of how this is delivered.
Currently each Healthwatch goes beyond their KPIs. How will the Healthwatch's be assessed on basic KPI figures? May want to look at innovation.	The contract will contain a set of KPI's that will link to the statutory Healthwatch functions (including the Healthwatch QA framework). We are looking to scale up and build on current best practice.
You mentioned the contract being run by a provider or providers, will the contract be awarded to more than one provider?	It would be one provider; however, this could be made up of a group of small providers collaboratively working together or a consortium or a provider sub-contracting. There may be a different provider or the same provider for each Lot (either stand alone or part of a consortium).
Procurement Questions	Procurement Responses
What is the time period between the tender being published and the tender submission deadline?	A month between the tender being published and the response deadline. Any changes will be published on the portal.
Can a provider bid for one or both lots?	Yes.
Is Devon the lead commissioner?	Devon is the lead authority for the procurement. The commissioning is a collaborative arrangement between the local authorities (and the CCG for Lot 2).
What happens if there are no bids for this contract?	If we received no bids, we would have to run a new procurement process.

It has been found in the past that joint contracts between local authorities, where the priorities have changed, has caused issues for providers. Can something be built into the specifications to avoid this?	Whilst acknowledging that change can happen, to date commissioners have been in agreement about priorities that reflect the wider STP agenda.
Is there a principle of parity of service in each local authority area?	There are core functions and principles which will be expected to be maintained in all 3 areas, but which may be subject to appropriate local variation of delivery.
Will provider contact details go on the portal?	Yes, for those that have given consent at the market engagement events.
Will all the questions raised at the events be answered before publishing the tender?	Yes
Which end of July will the tender be completed?	We are unable to be specific at this stage.
When in August will the tender be published?	We are unable to be specific at this stage.
How soon will the questions and answers be available on the portal?	Anticipate this information being published week commencing 1st July 2019
Will the presentation slides be available on the portal?	Yes