# Appendix 1 – Soft Market Testing Questionnaire

**Care and Support Service for Reardon Court (DN626366)**

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| **Organisation Name:** |  |
| **Point of Contact:**  |  |
| **Contact details:** |  |
| **Date of response:** |  |

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**Please return this SMT Questionnaire electronically via the Council’s e-Procurement Portal (LTP) https://www.londontenders.org as an attachment to a message via the messaging page, by:**

**12:00 Noon on 10 November 2022**

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| **Current Business Activities**Q1: Please provide a brief overview of your organisation’s business activities and other relevant business areas below. |
| Response: |
| **Suitability and Feasibility** Q2: In your opinion, please explain whether the current aims / outcomes and draft requirements set out in ***Appendix 2*** (Service Specification - provided as a separate document) are suitable, feasible and acceptable within the current marketplace and against the estimated budget envelope?  |
| Response: |
| **Challenges and limitations of the current requirements**Q3: In your opinion, what do you think are the challenges / limitations of the proposed Extra Care Service at Reardon Court of Enfield relative to the Council and its current requirements etc? |
| Response: |
| **Attractiveness of any forthcoming contract opportunity**Q4: In your opinion, please explain how the Council could make any forthcoming procurement more attractive to providers in the future and explain whether the draft requirements in **Appendix 2** are suitable and feasible within the current marketplace. |
| Response: |
| **Best Practice** Q5: In your opinion, what types of innovation or areas of best practice are being developed and/or are available as an opportunity to use to service this type of care and support service?  |
| Response: |
| **Commercial Model / Pricing the requirements**Q6: Please outline any standard or preferred costing mechanisms/schedules should this procurement come to market; for example, to cover the following:* Administrative costs
* Travel costs
* Day rate charges (time spent)
* Levels / Bands of seniority and/or experience

Any other elements or considerations (please specify below) |
| Response:  |
| **Procurement (Route to Market)**Q7: In your opinion, please explain what route to market is the most appropriate (Open (1 Stage), Restricted (2 Stage), or an existing Framework Agreement) for this type of requirement? |
| Response:  |
| **Performance Measurement** Q8: It will be essential for the Council to accurately measure the performance of the service. What sort of performance measures/KPIs would you suggest are appropriate for ensuring the successful delivery of the contract?  |
| Response:  |
| **Social Value** Q9: Social Value and Sustainable & Ethical Procurement must be considered for the Council’s procurement activity, where the requirements are related and proportionate to the subject-matter. Therefore, when considering the Social Value Act and specifically the [**Social Value Portal’s National TOMs framework**](https://socialvalueportal.com/solutions/national-toms), and the [**Council’s Sustainable & Ethical Procurement Policy**](https://www.enfield.gov.uk/__data/assets/pdf_file/0022/24439/Sustainable-and-Ethical-Procurement-Policy-2022-2026-Your-council.pdf) where do you think any additional social benefits could be achieved through the delivery of the contract?  |
| Response:  |
| **Risk and Liability**Q10: With regards to contract opportunities of this nature, what is your usual position with regards to risk appetite and liability? In addition, what issues have you encountered with regards to risks or liabilities that have determined that you would not submit a tender for a requirement of this nature?   |
| Response:  |