| **Document** | **Reference** | **Question** | **Answer** |
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| Specification | Section 4.5 | The specification states:  Providers shall be divided into groups, group A shall provide an “indicative” 800-1000 hours per week and group B shall provide an “indicative” 300-500 hours per week.  Can hours allocated to be providers be to support one specialist group e.g. 300 hours per week to support only people with learning disabilities? | No, this would not suit the contract. Providers would need to be able to support individuals with varying levels of need as stated in the specification. This contract is primarily for older people and people with long term conditions. |
|  |  | New referrals will be offered to all providers on the framework via an initial email. – Does this apply to all providers or just the providers for the locality zone? | This applies to all providers regardless of their zone in the initial stage of the contract, as providers will be free to work in any area of Bracknell Forest. |
|  |  | Please can we clarify that the gain share doesn’t work the opposite way too e.g. if a service user’s wellbeing plan does not work, we are not expected to cover half the cost of the increase? | We confirm that providers would not be expected to cover half the cost of any increase. |
|  |  | Pricing is not to include mileage, this can be claimed at 45p per mile where provided in accordance with an individual’s wellbeing plan – does the Council intend to cover mileage for travel between visits, or will this mileage only be paid if for example a service user travels in his/her care worker’s vehicle for excursions included as part of the wellbeing plan? | Mileage cannot be claimed for travel between visits. It can only be claimed for mileage incurred in delivering the Wellbeing Plan. |
|  |  | Please confirm if there is an option for providers to state their zone preferences. | Yes this is documented in the ITT- see section 1.2.6. |
|  |  | For this framework are you seeking applications from providers who can meet all support needs or would you welcome submissions from specialist learning disability providers? | All the providers under the framework will be required to provide support to adults with varying levels of need, as per the specification. |
|  |  | We provide two specific services:  •        Live-in personal care and support for people of all ages  •        Domiciliary care for children and young people (up to age 25) with complex conditions, e.g. PEG feeds, seizure control, tracheostomy care.  We do not offer a ‘normal’ domiciliary care service for adults.  Can you please advise if this tender may be appropriate to either of our service offerings | All providers under the framework will be required to provide support to adults with varying levels of need, as per the specification |
|  |  | Please confirm if successful providers can only be awarded a Group A or Group B set of hours (i.e maximum possible award of 800-1,000 hours) or if they might be awarded both? | No, successful providers would not be offered both group A and group B hours.  The council has indicated that it is looking for 5-9 providers. This is to ensure the right balance between consolidating the current number of providers and not ending up with too few.  If there was a need to strike the right balance between number of providers and the number of hours of service being commissioned, the council may negotiate with providers at contract award to adjust the hours offered to them. This could result in more or less hours being offered. |
|  |  | Bidders are able to submit a rate for all four years of the contract. At this stage it is very difficult to accurately estimate the cost of delivering the service in future years, without being able to forecast increases in National Living Wage and petrol costs etc. Will the Council be open to annual rate negotiations and uplifts? | Providers should indicate whether their price for each of the 4 years takes account of the expected increase in the National Living Wage, or does not.  Where it does not, the Council will apply a notional 45p increment for each year of the contract to represent living wage increases for the purpose of evaluating the different tenders. |
|  |  | The Council have set a higher than usual weighting for price, at 60%. Please can you confirm that the Council will disqualify bidders who bid at unsustainably low rates? Please can the Council confirm what you determine to be the minimum rate for sustainable homecare? Is this in line with the UKHCA's recommendations? | The Council will not automatically disqualify bidders with low rates, as the Council has not determined a rate below which the quoted price is considered unsustainable.  Providers will be expected to demonstrate that their bid is sustainable to them. |
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|  |  | What does the contract require for branch location? I.e. must we have a CQC registered branch within the boundaries of Bracknell Forest? | There is no specific requirement to have a local branch in the locality, as you will see in the Invitation to Tender ITT), at 1.4.1 the council does ask how a service will be managed without a branch in the locality. |
|  |  | What are the Referral Acceptance Requirements? (Can we turn down e.g. 100% or is there a KPI?) | There are no Referral Acceptance Requirements. Providers are free to accept or decline referrals |
|  |  | ETMS - What are the requirements of this e.g. banded or minute-by- minute? | There is a requirement for the ETMS system to provide information and data. Payment is for outcomes, and this does not fit with either a banded, or per minute, |
|  |  | Is there any price or volume caps/limits? I.e. is £16.71 a capped price? | £16.71 is not a capped price, it is indicative only. There are no price or volume caps/limits. However, the tenders will be scored on a 60% price 40% quality basis. The ITT requires providers to demonstrate their pricing structure and reasoning |
|  |  | It’s is not clear from the map which is Zone 1, 2, 3 etc. Please could you provide a clear list of Zone areas? How many Zones are there in total? | Please see Map attached with added labelling. |
|  |  | You requested that we have Crime protection insurance – this is very unusual request for this sort of contract. Please confirm if this is required? | **Tenderers – please note that this answer has been amended since first issue**.  We no longer require providers to hold a Crime protection insurance policy |
|  |  | Your price schedule states that we must price this contract based on 500 hours per week, however your guidance on potential hours ranges from approx. 800-1000 hrs per week for Group A, or approx. 300-500 hours per week for Group B. Please clarify potential volume of hours per week. | The council is using the 500 hours as a tool for evaluation purposes only, in order to benchmark costs. This will not impact on any volume of hours that may be allocated to successful organisations. |
|  |  | Please can you confirm if ECM will be used for payment purposes? If so, can you confirm if/how payments will be banded. | No, ECM will not be used for payment purposes but a request to review the recordings could be made at any time. |
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|  |  | Please can you confirm whether we are able to provide support solely to individuals with a learning disability? | No, Providers must be able to support individuals with varying levels and types of need as stated in the specification. |
|  |  | With regard to the hours please can you confirm if we were awarded would we have guaranteed hours e.g. 300-500 | No, hours will not be guaranteed. |
|  |  | Is there a Top Tips document to assist tenderers? | Yes, please find attached. |
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|  |  | How many providers are you going to award in each zone? How is this worked out? | The zoning will only be for the first 6 weeks whilst the contract is launched. The number of Providers allocated in each zone will vary depending on the number of Providers who are awarded a contract. Between now and the contract launch, the postcodes and numbers of users within each area could change. |
|  |  | Is the allocation of award by zone dependant on overall score or provider preference? How is this worked out? | The allocation of zones is dependent on both provider preference and ‘best fit’ determined by how much of a presence the provider already has in the zone. |
|  |  | Are we able to submit a different price for Urban and Rural areas? | No, there should be one rate for both Urban and Rural areas. The only time the hourly rate should vary is for bank holidays. |
|  |  | Please could you provide further clarification regarding the zones? | Green is zone 1  Blue is zone 2  Orange is zone 3  RG12 1 is not coloured as it is the trading estate.  Each zone has the first 4/5 postcode characters, the second set of numbers is the current number of hours provided in that zone and the last number is the current number of clients in that area, these figures were correct in October 2016. |
|  |  | Can you please confirm the current weekly activity of the service | Please see section 4.2 of the specification- *Scope of Service*  *Current volumes of domiciliary care* |
|  |  | Is there a word limit for Q1.6.1 Case Study | No, there is no word limit for the case study. |
|  |  | Is there a word limit for Q1.9.3 implementation plan | No, there is no word limit for the implementation plan. |
|  |  | Can we include pictures and diagrams are these included in word counts? | See 2.3.6 of the ITT |
|  |  | Can we include attachments, if so; are these included in the word count? | 2.3.6 of the ITT would apply to attachments |
|  |  | Can you please confirm the budget including and excluding VAT? | Please see section 1.2.11 of the ITT. Bidders have been asked to submit their pricing schedule with their own hourly rate. |
|  |  | Please provide further clarity regarding the requirement for crime protection insurance | See above clarification. |
|  |  | In line with this, can you confirm that the zones are for the purpose of transferring existing packages of care only? If this is the case, then how do you plan to allocate the existing work to the providers within the relevant zone? | **Tenderers – please note that this answer has been amended since first issue.**  Yes, the zones are for the purpose of transferring existing packages of care at the commencement of the contract. The council anticipates that the transfers will be over a period of up to six weeks as detailed at section 4.30 of the specification. With regards to new Referrals. Providers will be free to pick up new Referrals in any area, as detailed at 4.34 to 4.38.  Providers should indicate any preference for zones in Schedule 7 Pricing Schedule. Schedule 7 explains how decisions on allocating zones will be made. |
|  |  | With regard to pricing, bidders are to submit an annual value based on 500 hours of service delivery per week. It is very likely that this will not be representative of the actual hours of delivery for each provider. Please can you clarify how you intend to pay providers for the delivery of the service? Will it based on a block amount which is based on the submitted annual value with anything above being paid via spot arrangement? Or will you be paying based on actual care delivery? | Providers are required to indicate an hourly rate only. The Pricing schedule will automatically calculate the annual costs.  Please refer to section 3 of Appendix G Gain Share Model for details of payments. For the avoidance of doubt, there is no guarantee of any hours, as this is a framework agreement. |
|  |  | The contract states that the Council may terminate the contract by giving the contractor at least 30 days prior written notice. Please can you clarify whether this is at any time for any reason? Additionally, there no clause what so ever under which the provider can terminate the contract, this adds unprecedented risk for the provider. | Please refer to page 8 and reference to Section 16. This indicates that Section 16 is replaced with C6.  Please see C6 for the correct details, which do allow for providers to give notice (C6.2). You will also note that the council is required to give no less than 3 months written notice (or shorter period, by written mutual consent). |
|  |  | What are the requirements in regard to offices? Is the provider required to have an office based in Bracknell Forest? | No, the Provider is not required to have an office based in Bracknell, however, the Provider would need to be able to respond within a within a reasonable timescale to situations in Bracknell Forest e.g. to undertake an assessment, to respond to an emergency situation within 1 hour. |
|  |  | Can you please confirm the redundancy liability for the TUPE staff? | Tupe information is available on request. The Council is unable to comment on any redundancy liability for Tupe staff. |
|  |  | Can you please supply further information on the current ETMS service. | The current service is provided by CM200 and is based on a landline system |
|  |  | Do the council expect us to complete a Wellbeing Plan provided by the Council for 1.6.1 or should this be based on our current Care Plan Templates | Please use you own template for this exercise. |
|  |  | We refer to:- 5.5. The Provider shall be registered with the Care Quality Commission (CQC), or statutory successor organisation, and shall provide as a minimum, care and support in accordance with the national minimum care standards. Registration must be maintained throughout the term of the Contract. We are currently not registered with the CQC and have started the process, which us due to take 10-weeks, and should be in place by the proposed start date of the contract. Will this be acceptable or are we required to have this in place as part of the submission which us due 6th March | In accordance with the OJEU advert the minimum requirements for this tender are:  Providers must be  - Be registered with the Care Quality Commission  - Have been providing similar services for a minimum  of 12 months |
|  |  | Are we able to use illustrations/diagrams in the responses when these communicate more effectively than narrative text | See 2.3.6 of the ITT |
|  |  | We can only see an "Expression of interest" window (which shows we have registered interest) in the portal. This does not give us an option to upload documents or submit our response to this tender. How do we do that? | Tenders should be returned in accordance with section 2.3 of the ITT and not through the portal. |
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