| **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? | This is a requirement for this contract, it was a recommendation due to the fact that providers will be responsible for the individuals budgets and supporting individuals with their personal monies.  |
|  |  | 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? | *These clarifications will be answered next week.*  |
|  |  | Is the allocation of award by zone dependant on overall score or provider preference? How is this worked out? | *These clarifications will be answered next week.* |
|  |  | Are we able to submit a different price for Urban and Rural areas? | *These clarifications will be answered next week.* |
|  |  | Please could you provide further clarification regarding the zones? | Green is zone 1Blue is zone 2Orange is zone 3RG12 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.  |