



Part 4 Award Questionnaire

Contract Reference

TCSPH1218

Contract Title

0-19 Integrated Service

Maximum Period of Contract

9 Years

Return Date

Monday 16 July 2018

Return Time

12:00 Noon

Return To

www.supplyingthesouthwest.org.uk

Applicant Name

APPLICANTS MUST NOT MAKE ANY CHANGES TO THE SETTINGS IN THIS DOCUMENT AND MUST SUBMIT IT IN WORD FORMAT. FAILURE TO MEET THIS REQUIREMENT MAY RESULT IN THE APPLICANT'S SUBMISSION BEING REJECTED AS NON-COMPLIANT.

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Stage Two – Award

Section A. Pass / Fail Criteria

The questions within this section shall be assessed on the basis of pass or fail.

Question Number	Questions	Response
1	<p>Please confirm that you have carried out Application Penetration Testing for internet based components that form part of your ICT solution and that these have been undertaken, within the last 12 months, by a reputable security vendor.</p> <p>Please provide evidence of the testing and that any high priority items identified have been addressed.</p> <p>Applicants should provide details in the box below of any appendices they are submitting to evidence their response.</p> <p>Minimum Requirement</p> <p><i>Where this requirement is applicable to an Applicant's ICT solution the Authority's minimum requirement is for the Applicant to answer Yes and provide the evidence requested. Applicants will be deemed to have failed this requirement where they answer No, or do not provide the required evidence or are unable to adequately demonstrate they have addressed any high priority items.</i></p> <p><i>Applicants should only respond Not Applicable where there are no internet based components being proposed as part of their ICT solution.</i></p> <p>Please Note: Applicants who fail this question will be considered to have failed the Tender process in its entirety and shall be deselected from participating further in this process and will be notified accordingly.</p>	YES / NO / N/A
Comments:		

Section B. Method Statements

Response Requirements:

Applicants are required to submit Method Statements to set out their proposals and evidence the effectiveness of their approach. Your responses should be drafted in such a manner so as to be able to form part of the Contract.

Responses must be relevant to the question and be appropriate in length.

All responses have a page limit and the evaluation of individual responses will not go beyond the page limit that has been set.

Supporting information may only be submitted where allowed for in the Method Statement, it must be clearly referenced in the response and appended to the main submission.

Hyperlinks to specific organisational policies can only be used where they are relevant and clearly referenced within your response.

Evidencing the Effectiveness of Your Proposals:

Your response should contain sufficient detail to demonstrate that the minimum requirements and stated outcomes, as defined within Part 2 Specification, will be deliverable.

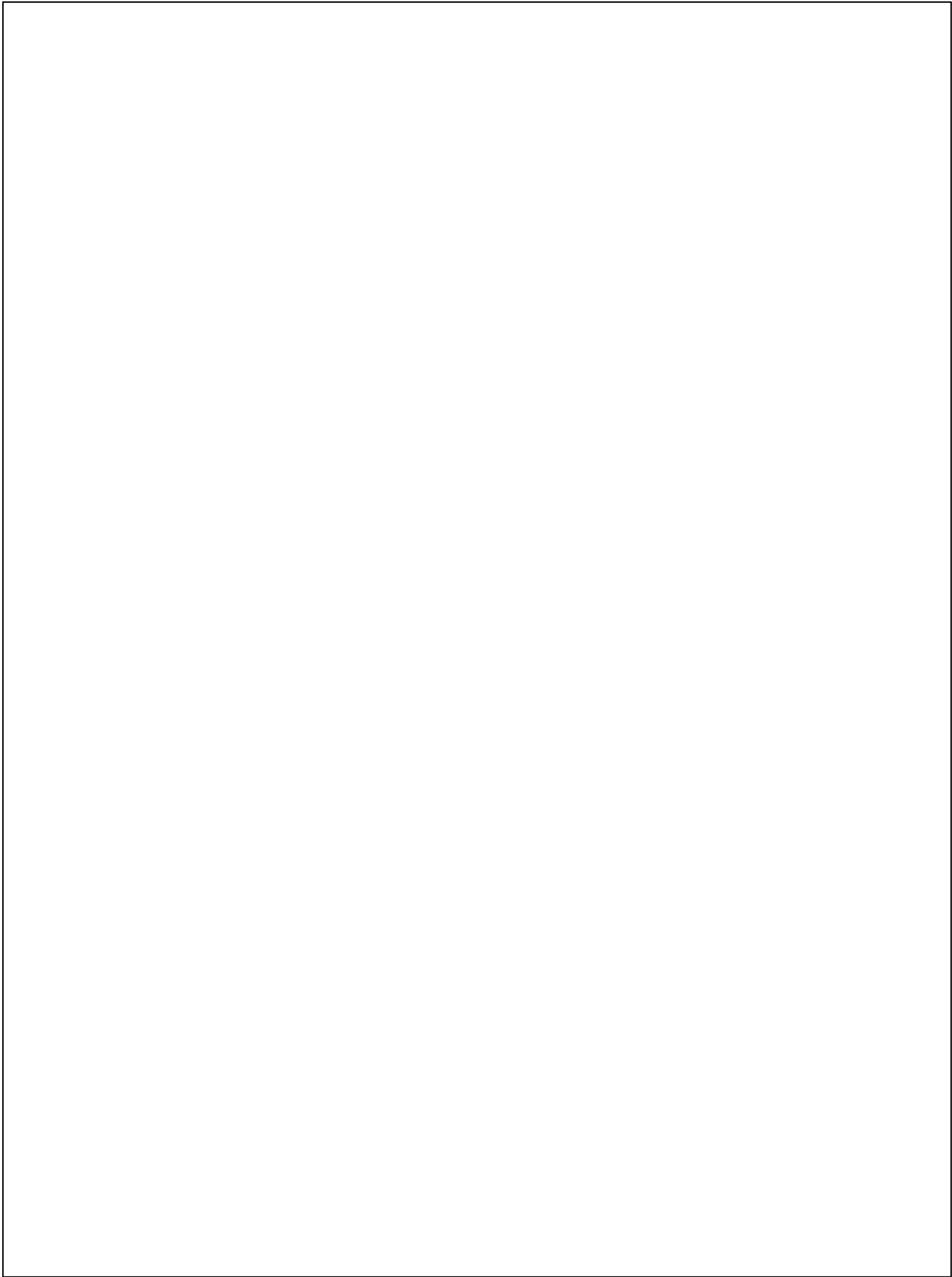
Within your response you should include examples across a range of needs and complexity in children, young people, parents / carers and families.

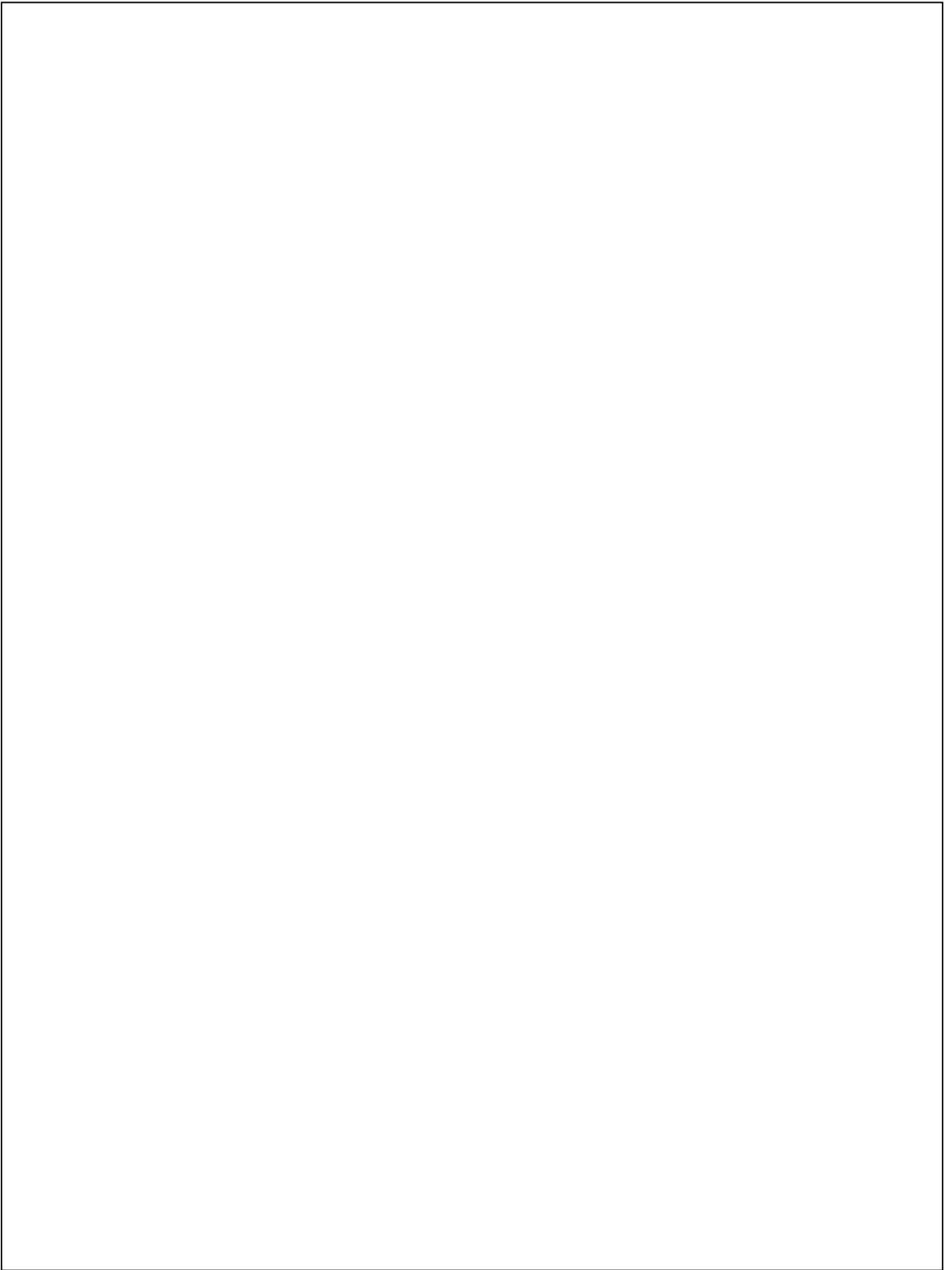
Stakeholder statements can form part your evidence.

Evidence should take account of those most isolated from services and how you will implement equality and diversity.

Method Statement 1. Implementation	Score 8 %
<p>Please provide your implementation plan including specific mobilisation plan from award to Day 1 of the contract which will achieve business as usual for Day 1. As a minimum your response must evidence the effectiveness of your approach/proposals and fully address the following:</p> <ul style="list-style-type: none"> a) Specific staffing and other resources to be allocated from bid organisation/s – detailing roles and skills and resources to be provided by the Authority b) Workforce – to include TUPE, DBS checks, induction training and recruitment c) Estates – including Service Provider location d) Data migration – to include digital and paper based records e) Communication – to include existing service users, key stakeholders, publicity and how you will manage the relationship with the Authority and incumbent providers f) Any challenges you anticipate and the steps you will take to address them <p>Page Limit: 4 Pages</p> <p>Font Size: Arial 11</p> <p>Please enter your response in the box on the following page – when you have completed a page your response will automatically flow to the next page</p>	

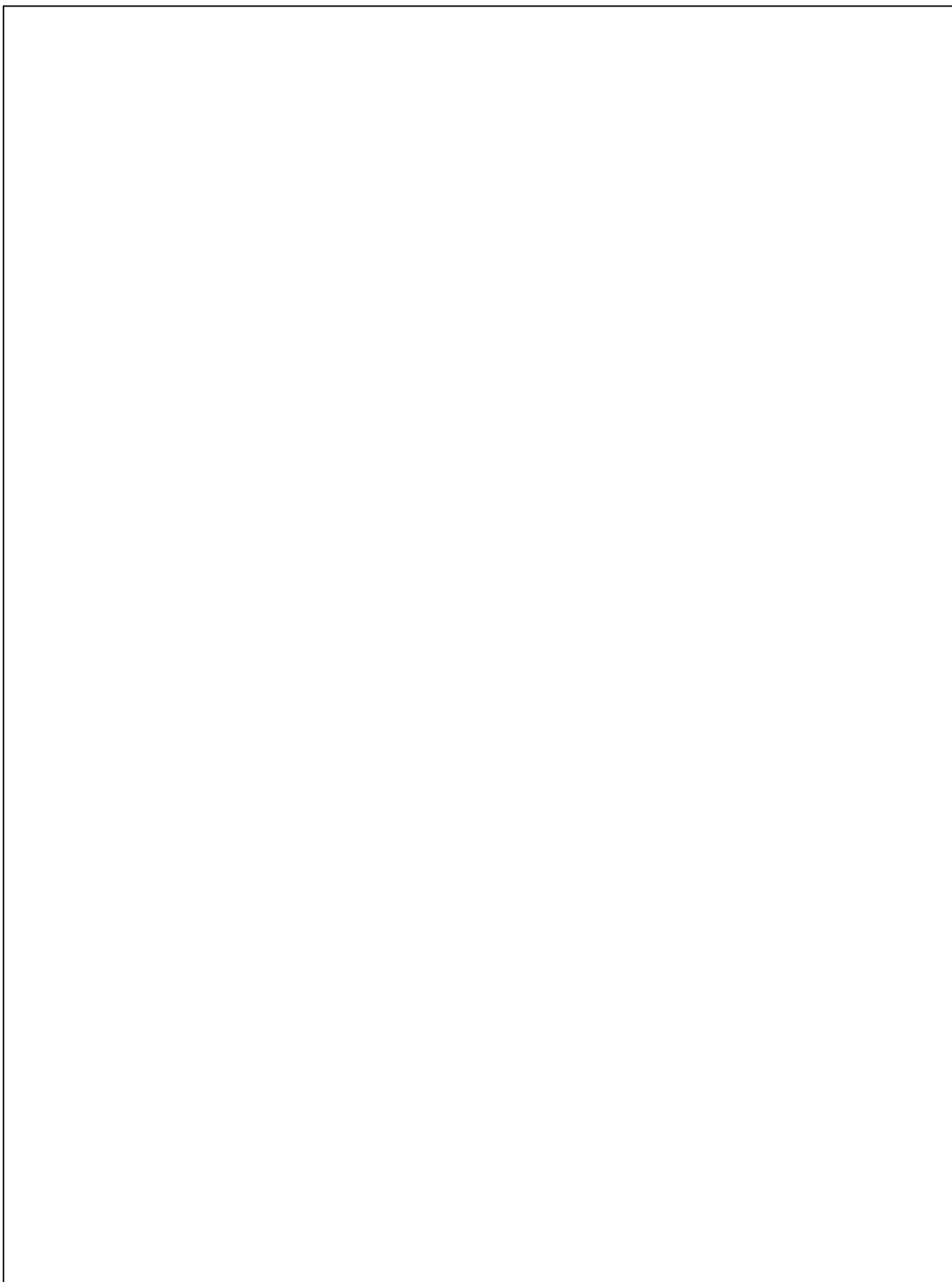
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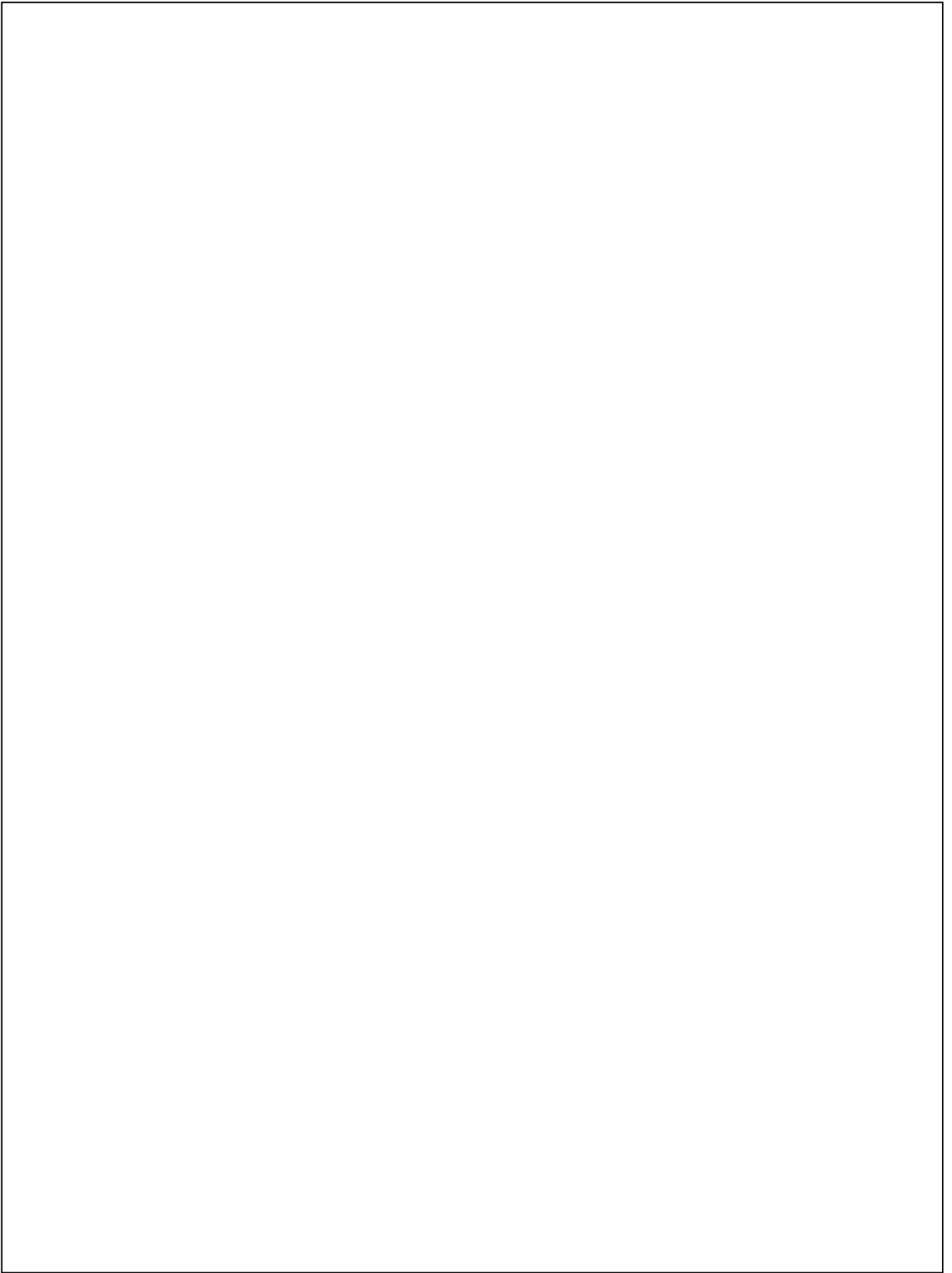




Method Statement 2. Service Design	Score 8%
<p>Please describe your service model and plans to implement this. As a minimum your response must fully address the following sections within the Service specification:</p> <ul style="list-style-type: none">a) System and Service Change and Transitionb) Partnershipc) System based approachd) Participatione) Family Hubsf) Safeguarding <p>Page Limit: 4 Pages</p> <p>Font Size: Arial 11</p> <p>Please enter your response in the box on the following page – when you have completed a page your response will automatically flow to the next page</p>	

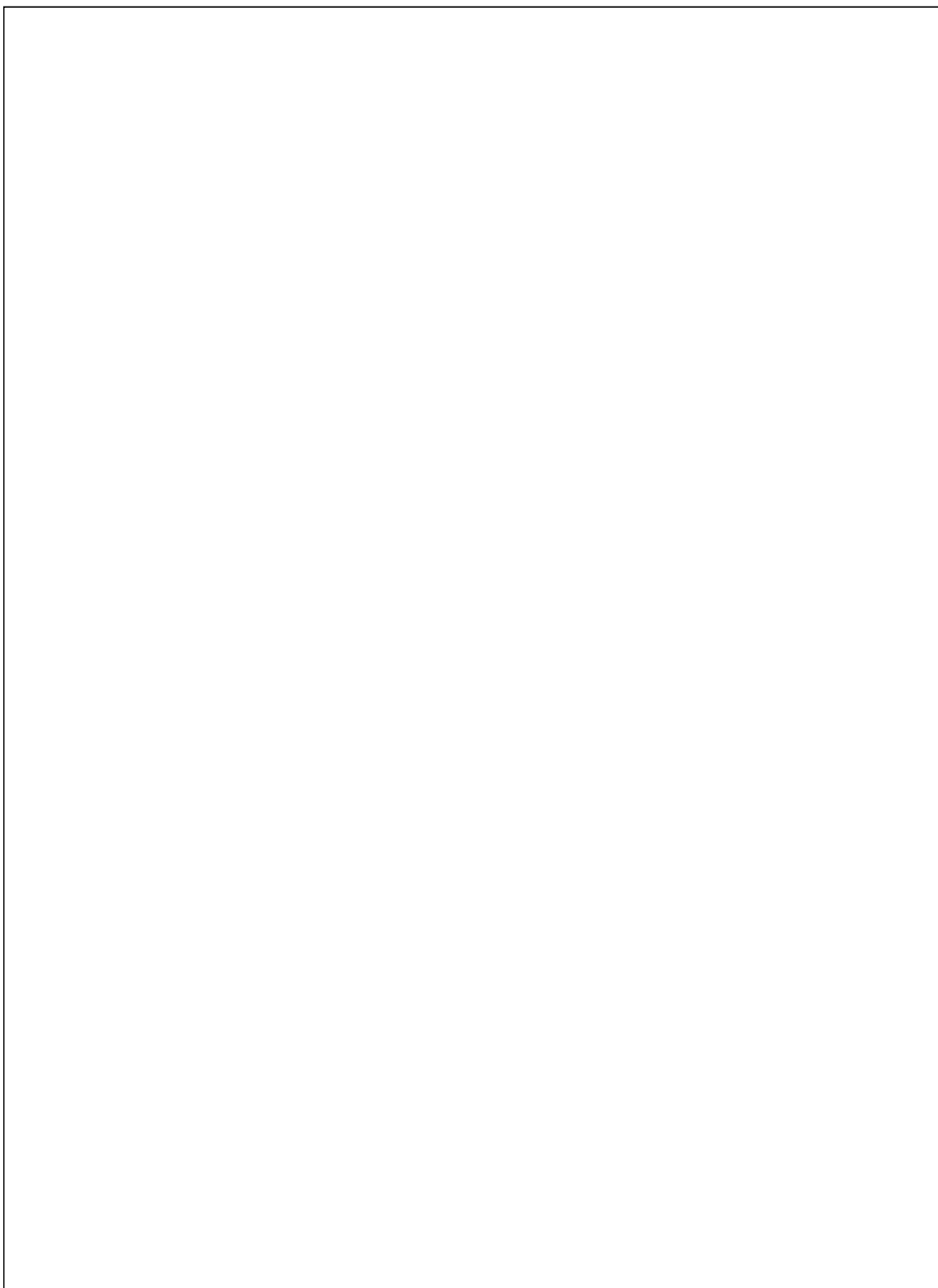
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Method Statement 3. Processes and Pathways	Score 4%
<p>Please describe how you will develop or use existing tools, processes and pathways that improve experiences and outcomes to deliver this specification. As a minimum your response must fully address the following:</p> <ul style="list-style-type: none">a) Telling the story only onceb) Young Person Friendly/Baby Friendlyc) Simple referral processd) Single assessmente) Responsive waiting timesf) Safeguardingg) Pathwaysh) Prioritisationi) Special Educational Needs and Disability (SEND) <p>Page Limit: 3 Pages</p> <p>Font Size: Arial 11</p> <p>Please enter your response in the box on the following page – when you have completed a page your response will automatically flow to the next page</p>	

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Method Statement 4. Priority Groups	Score 4%
<p>How will you use system based approaches to support children, young people and families with complexity including parental substance misuse, mental health, domestic abuse and other risk factors. . As a minimum your response must fully address the following:</p> <ul style="list-style-type: none"> a) System wide approaches b) Transition or integration with other services c) Relevant to local circumstance and demands d) Staff skills, qualifications and competences e) Trauma f) Resilience g) Special Educational Needs and Disability (SEND) <p>Page Limit: 4 Pages</p> <p>Font Size: Arial 11</p> <p>Please enter your response in the box on the following page – when you have completed a page your response will automatically flow to the next page</p>	

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Method Statement 5. Partnership with Community	Score 2%
<p>Please evidence how you will improve outcomes for children, young people and families by working in partnership with the local community and voluntary sector. As a minimum your response must fully address the following:</p> <ul style="list-style-type: none">a) Peer supportb) Volunteeringc) Service and community development <p>Page Limit: 1 Page Font Size: Arial 11</p> <p>Please enter your response in the box on the following page</p>	

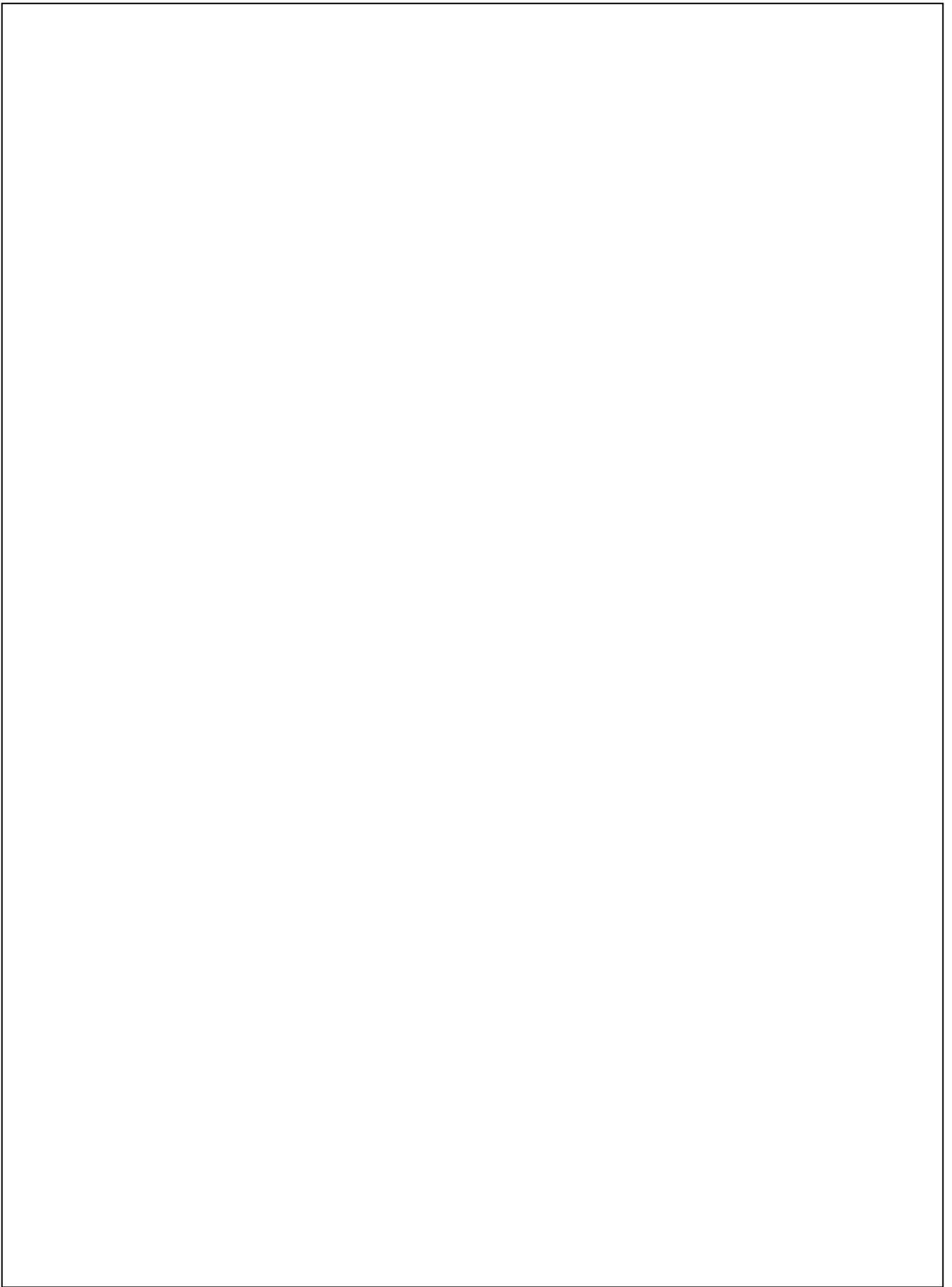
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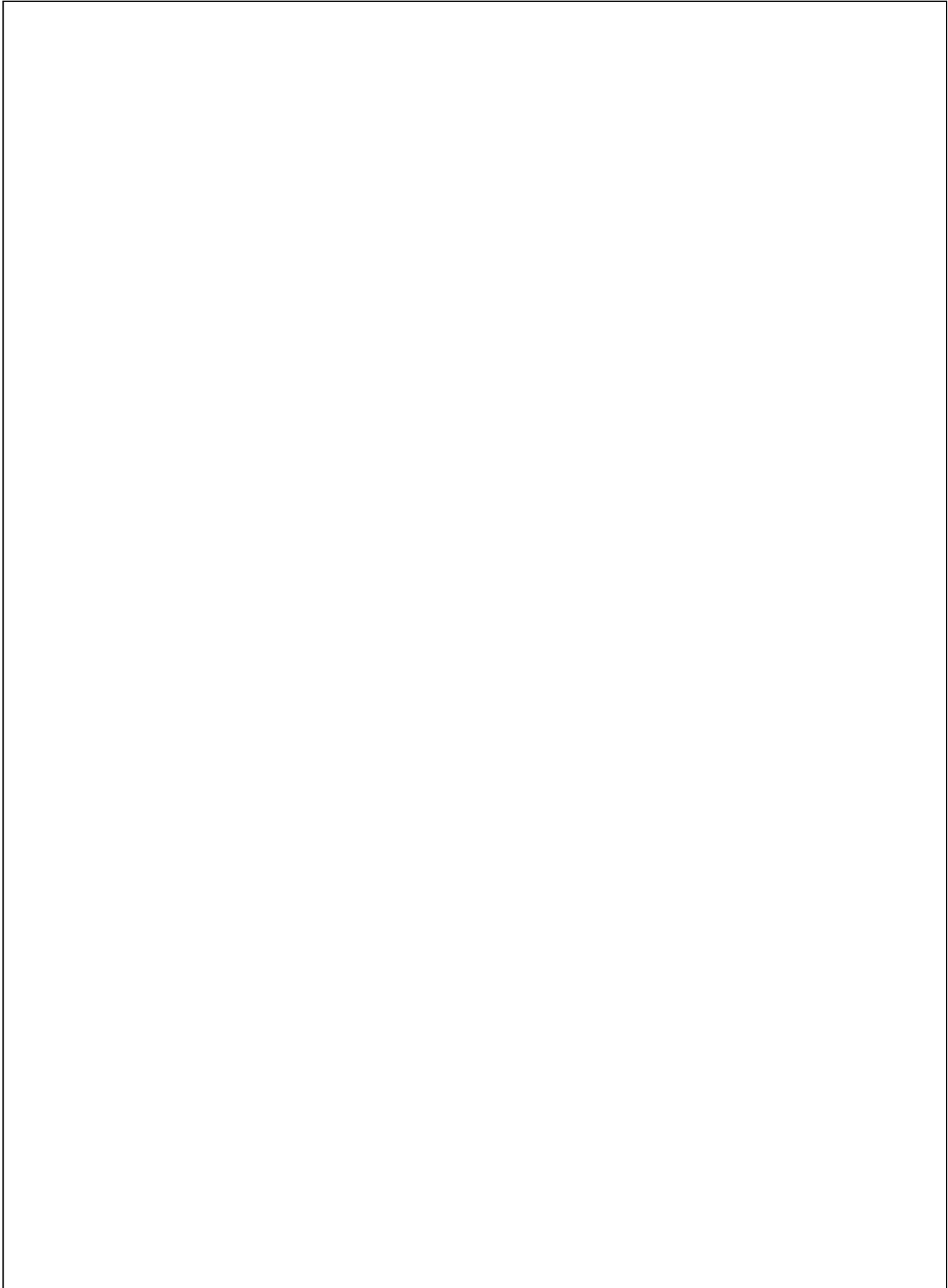
Method Statement 6. Transition	Score 2%
<p>Please describe how you will improve the experience of key transition points to support outcomes for service users. As a minimum your response must fully address the following:</p> <ul style="list-style-type: none">a) Information sharingb) Confidentialityc) Trusted relationshipsd) Continuity <p>Page Limit: 2 Pages</p> <p>Font Size: Arial 11</p> <p>Please enter your response in the box on the following page – when you have completed a page your response will automatically flow to the next page</p>	

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Method Statement 7. Change Management	Score 2%
<p>Please describe how you will manage the system and service change required within the available budget. As a minimum your response must fully address the following:</p> <ul style="list-style-type: none"> a) Previous experiences, lessons learned and success b) Internal governance processes and controls including financial controls c) Innovative delivery models d) Income generation e) Incorporation of additional services into the integrated model f) Workforce <p>Page Limit: 3 Pages Font Size: Arial 11</p> <p>Please enter your response in the box on the following page – when you have completed a page your response will automatically flow to the next page</p>	

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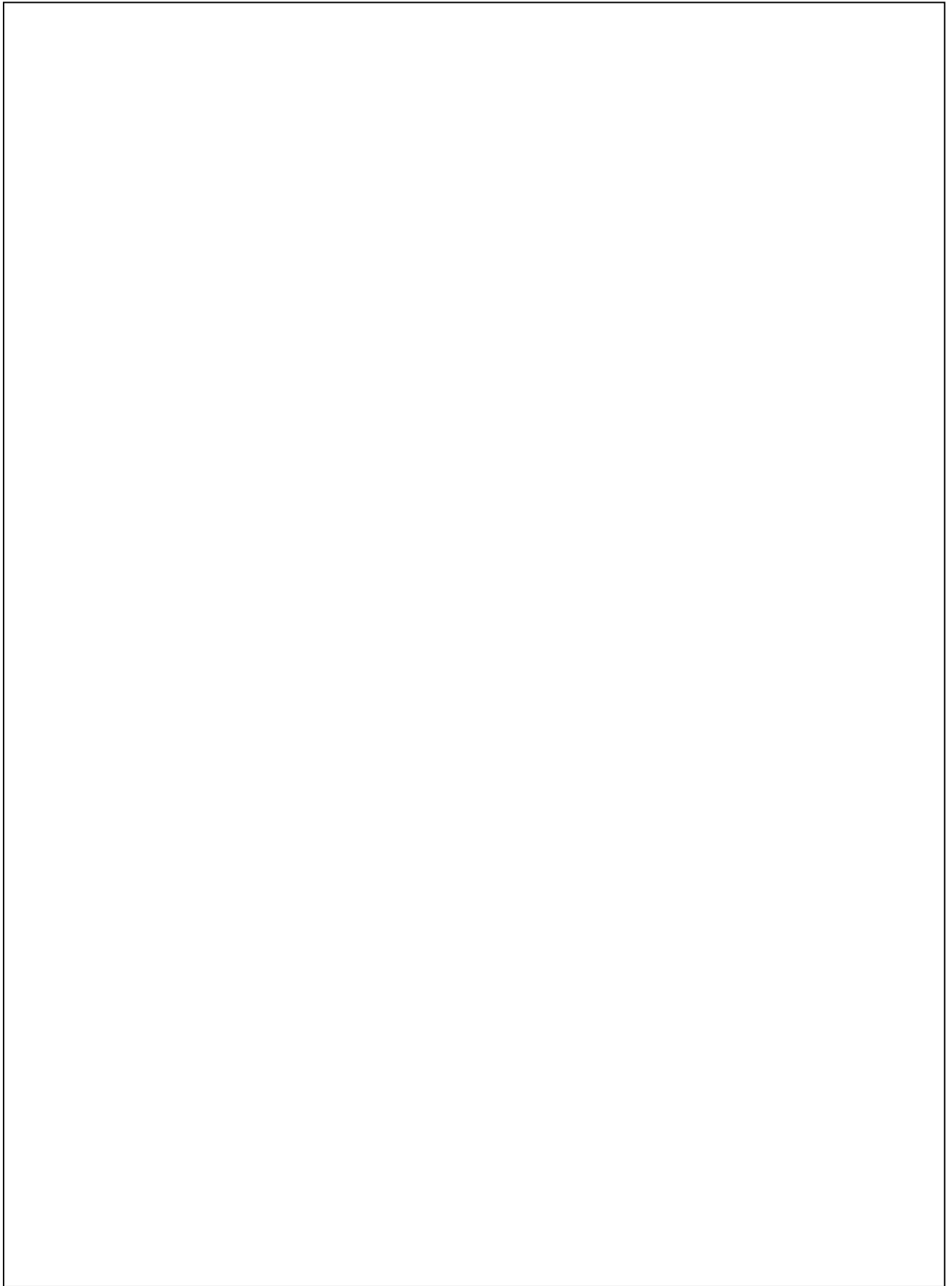


Method Statement 8. Added Value	Score 2%
<p>Please describe what added value through skills, networks and partnerships will your bid bring to the 0-19 contract. As a minimum your response must fully address the following:</p> <ul style="list-style-type: none"> a) Digital applications, for young people, families or for managing integrated data sharing b) Technology and digital opportunity c) Digital self-care/management d) Partnerships in addition to those within the contract scope e) Specialist knowledge – detailing access and availability of this resource to the 0-19 contract <p>Page Limit: 3 Pages</p> <p>Font Size: Arial 11</p> <p>Please enter your response in the box on the following page – when you have completed a page your response will automatically flow to the next page</p>	

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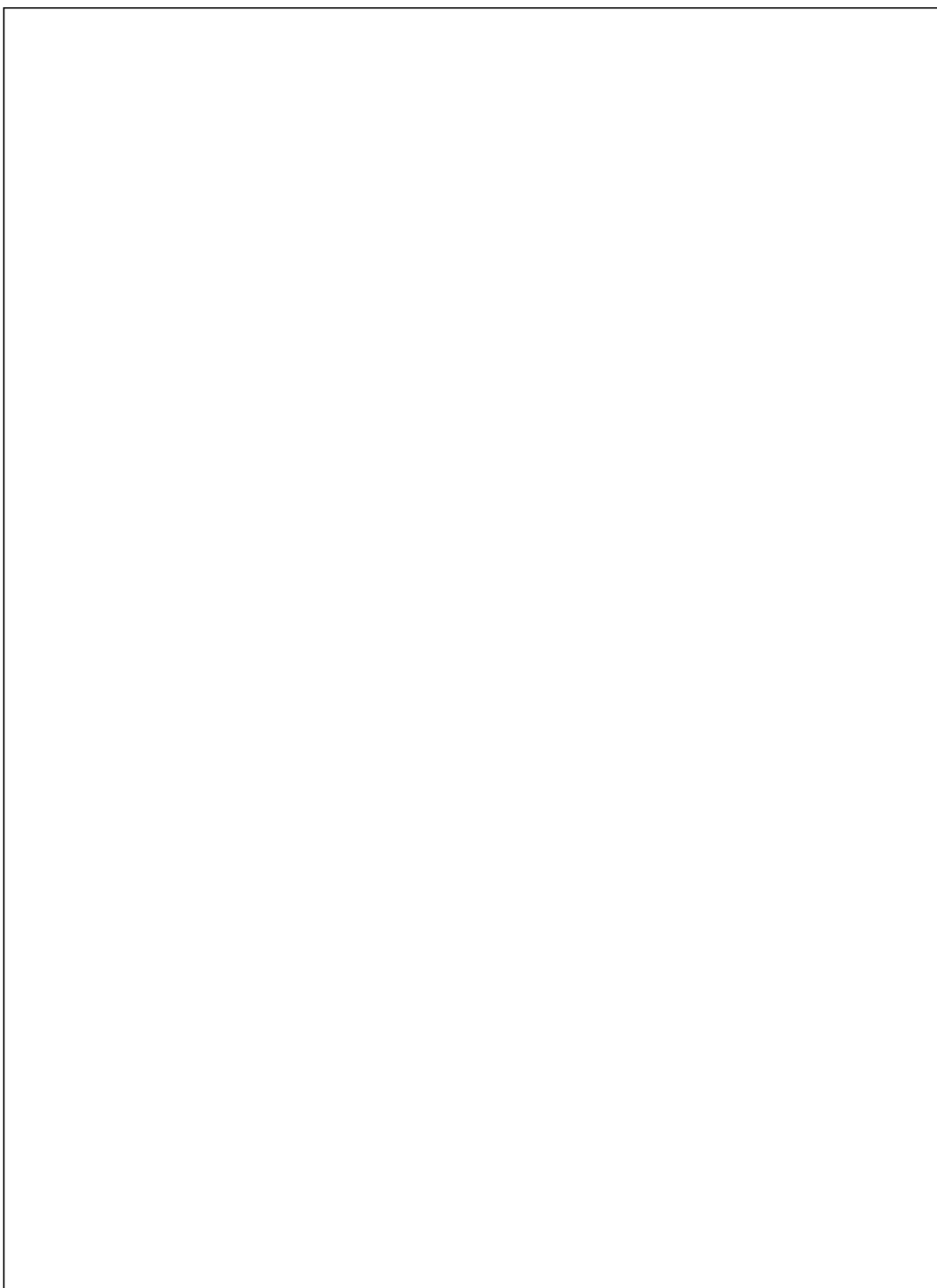
Method Statement 9. Experience for Children, Young People and Families	Score 6%
<p>Please outline what young people and families can expect from your service model. As a minimum your response must evidence the effectiveness of your approach/proposals and fully address the following:</p> <ul style="list-style-type: none"> a) Technology b) Access to services including your model for 'family hubs' c) Accessibility to trusted people d) Promotion of the service e) Timeliness of response f) Availability of information, advice and guidance g) Confidentiality and information sharing h) Communication i) Special Educational Needs and Disability (SEND) <p>Page Limit: 3 Pages</p> <p>Font Size: Arial 11</p> <p>Please enter your response in the box on the following page – when you have completed a page your response will automatically flow to the next page</p>	

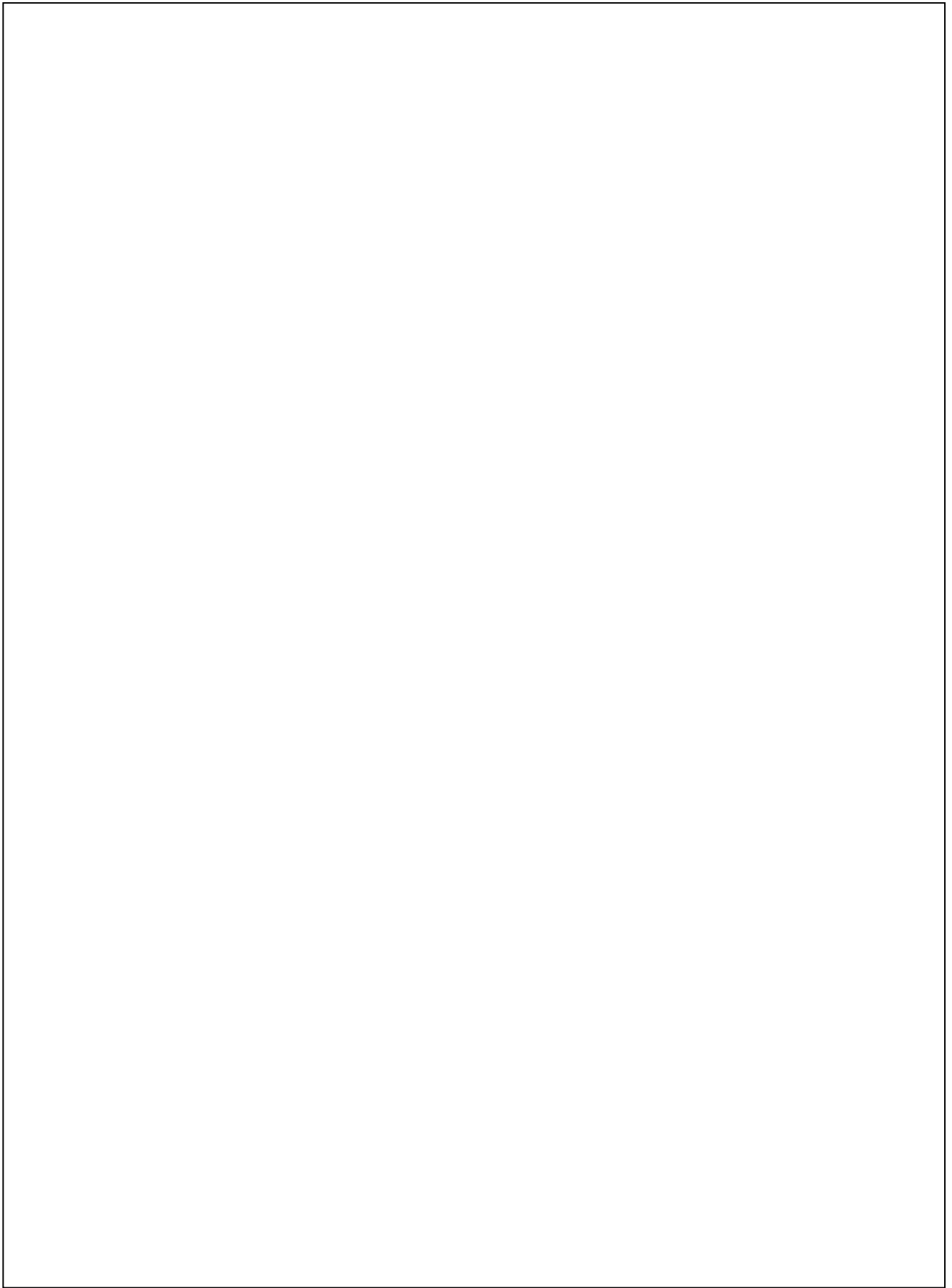
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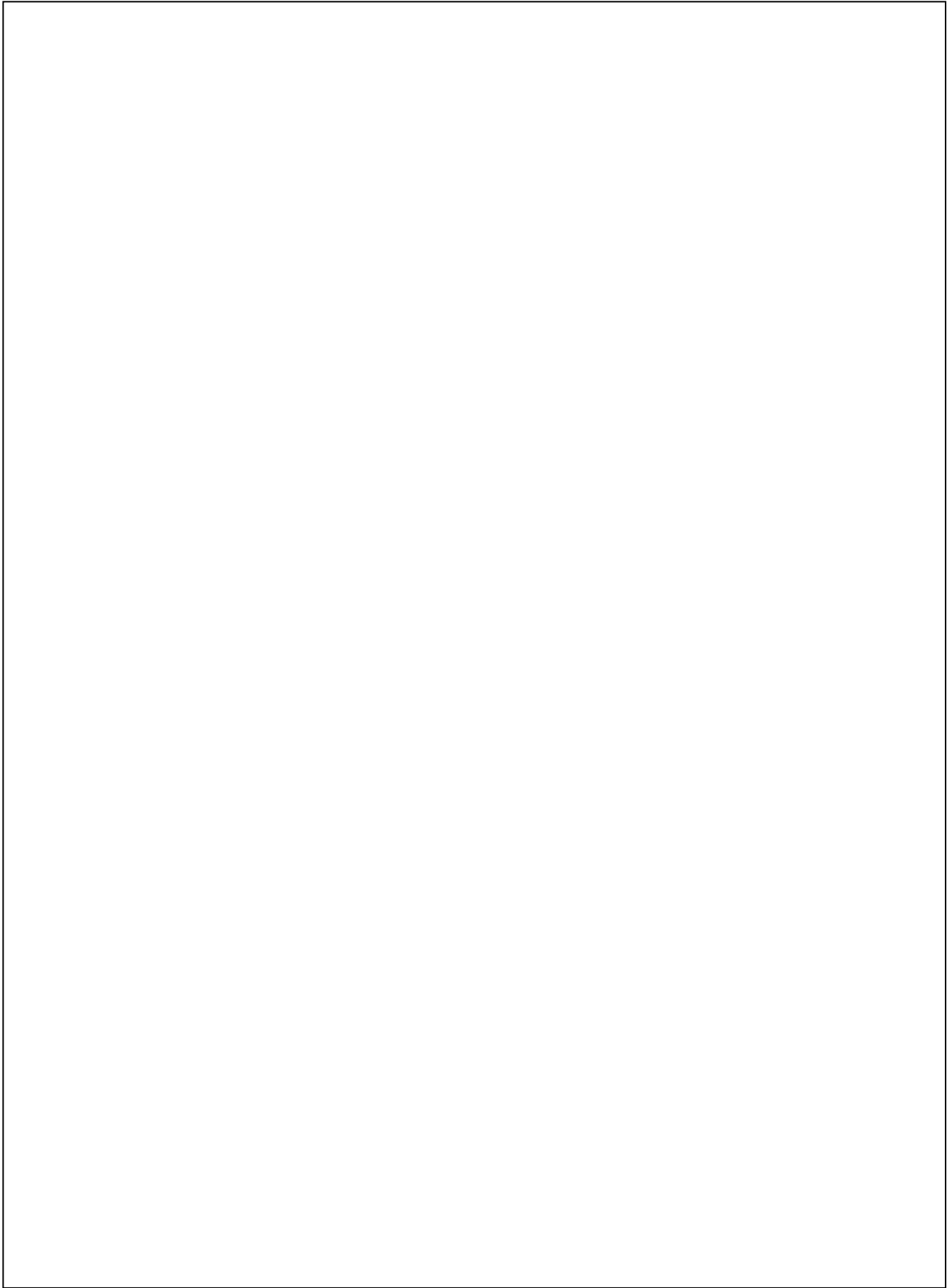


Method Statement 10. Specialist Knowledge	Score 6%
<p>Please describe your bids experience in delivering the specialist areas of delivery within this specification. As a minimum your response must evidence the effectiveness of your approach/proposals and fully address the following:</p> <ul style="list-style-type: none"> a) Public Health Nursing <p>Parenting Support:</p> <ul style="list-style-type: none"> b) Family Hubs c) Child Development and School Readiness d) Young People's Substance Misuse e) Advocacy f) Return Home Interviews g) Independent Visitors h) Outcomes Based Approach i) National child Measurement Programme (NCMP) <p>Page Limit: 6 Pages</p> <p>Font Size: Arial 11</p> <p>Please enter your response in the box on the following page – when you have completed a page your response will automatically flow to the next page</p>	

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Method Statement 11. Social Value	Score 2%
<p>Please provide details of how your organisation will provide additional community benefits and support the Council's ambitions for a prosperous and healthy Torbay</p> <p>(Corporate Plan 2015-19 http://www.torbay.gov.uk/council/policies/corporate/corporate-plan/).</p> <p>As a minimum your response must fully address one of the following areas plus one additional area:</p> <ul style="list-style-type: none"> a) Supporting young people and care leavers in particular to build their confidence and experience of working life b) Creating employment c) Promoting health lifestyles and reducing health inequalities d) Supporting the provision of attractive and safe open spaces and encouraging communities to make the most of where they live e) Supporting older people to age well and be physically, mentally and socially active f) Energy and resource use efficiency <p>Page Limit: 2 Pages</p> <p>Font Size: Arial 11</p> <p>Please enter your response in the box on the following page – when you have completed a page your response will automatically flow to the next page</p>	


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Method Statement 12. ICT and Data Protection	Score 2%
<p>Please provide details of your proposed ICT solution and data protection compliance. As a minimum your response must fully address the following:</p> <ul style="list-style-type: none"> a) The ICT solution you propose to implement for Day 1 of the new service, encompassing the requirements detailed in sections 4.11 and 4.27 of Part 2 Specification (our requirements). b) Your plans for the implementation of a single ICT system including whether this forms part of your plans or not and if so details of the system you propose to implement. c) The requirements under current and forthcoming data protection law, including any plans to ensure compliance to General Data Protection Regulation (GDPR) from 25 May 2018. <p>Page Limit: 2 Pages</p> <p>Font Size: Arial 11</p> <p>Please enter your response in the box on the following page – when you have completed a page your response will automatically flow to the next page</p>	

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Method Statement 13. Governance	Score 3%
<p>Please explain how your organisational structures and processes will ensure timely and effective responses. As a minimum your response must fully address the following:</p> <ul style="list-style-type: none">a) Safetyb) Safeguardingc) Effectivenessd) Quality oversight <p>Page Limit: 2 Pages</p> <p>Font Size: Arial 11</p> <p>Please enter your response in the box on the following page – when you have completed a page your response will automatically flow to the next page</p>	

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Method Statement 14. Early Help	Score 4%
<p>Please describe your experience in leading, developing and embedding an Early Help approach. As a minimum your response must fully address the following:</p> <ul style="list-style-type: none">a) Culture changeb) Workforce developmentc) Safeguardingd) Interface with statutory servicese) Supporting the Troubled Families Programme <p>Page Limit: 2 Pages</p> <p>Font Size: Arial 11</p> <p>Please enter your response in the box on the following page – when you have completed a page your response will automatically flow to the next page</p>	

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Section C. Method Statement – Financial Resources and Contract Affordability

Response Requirements:

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The Authority will assess all financial information provided with consideration of the matters identified in the Public Contracts Regulations 2015 (Regulation 58)

Method Statement 15. Financial Resources and Contract Affordability	10%
<p>Please explain how your organisational financial resources and fiscal structure demonstrates adequate financial provision to implement and deliver the service requirements stated in Part 2 Specification throughout the life of the Contract.</p> <p>Your response should reference and evidence the affordability of your submitted pricing proposal and as a minimum include:</p> <ul style="list-style-type: none"> a) Reference cash flow, annual accounts, insurance levels and any bonds / guarantees you anticipate offering (or are willing) to put in place b) Anticipated allocation of financial resources to core service deliverables through the Contract's lifecycle, including reference to high value financial obligations within the contract requirements and your planned management strategy c) A narrative which describes the rationale for the profiling of the financial structure included in Part 5 Pricing, which distinguishes the methodology used for Year 1 and separately Years 2 – 5 of the Contract d) How the provider will maintain service levels with a decreasing financial envelope across the term (e.g. staff reconfiguration and restructuring) <p>Page Limit: 2 Pages</p> <p>Font Size: Arial 11</p> <p>Permitted Appendices: Cash Flow Forecast and Annual Accounts</p> <p>Please enter your response in the box on the following page – when you have completed a page your response will automatically flow to the next page</p>	

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