 

**Care and Support at Home**

**Market Engagement Event - 24th January 2017**

**Provider Questions**

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| **You asked…** | **Our Answer…** |
| Is this going to be paid as a block contract?  Will Providers be paid as a block?  Are hours guaranteed?  Could hard to reach areas be treated as a block? | No, the hours will not be guaranteed or paid as a block except for extra-care in Bournemouth which will be paid as a block. |
| Would this allow an organisation to grow?  What happens after 1000 hours?  Achieving volumes of service? | The amount of hours that each Provider commits to delivering in the bid will be a minimum commitment to the service you can deliver from the start of the contract.  There is still an opportunity for your organisation to grow your business if you have the capacity. |
| What will happen with current packages? | If you are a current Provider for Bournemouth Borough Council or Borough of Poole and you are successful in your bid, you will retain your existing service.  If you are a current Provider for Bournemouth Borough Council or Borough of Poole and you are unsuccessful in your bid, your existing packages of care will be transferred to a new Provider on or shortly after the start date of the new contract.  NH Dorset CCG funded services will remain with current providers. Any new CHC provision will be picked-up by the new framework Providers.  In Bournemouth, contracts will be extended for Providers of Learning Disability services who will retain their existing packages of Learning Disability care until the conclusion of the proposed tender for a joint Bournemouth and Poole Learning Disability framework, estimated to be in 2018.  Current contracts for all Care and Support at Home will be extended in line with the tender timetable. If you have not already received your extension letter it will be posted to you shortly. |
| Transition/TUPE how will this be managed? | TUPE applies to this service and you should have received a letter requesting information relating to TUPE (Bournemouth Borough Council and Borough of Poole only). |
| What will be the most a provider can have?  How many bundles to one supplier?  If a Provider bids for more than one bundle and wins both do we have the choice to hand one back. | Providers will be able to bid for a bundle of either 850, 550, 350 or 250 hours per week (or a multiple of one of these volumes). The volume of service that you bid for will be your **minimum** service commitment. You will be asked to indicate the post code areas in which you will can deliver your minimum volume commitment.  The model has been refined since the event on the 24th January following your feedback to ensure that Providers can deliver a service that supports your own business strategy; linking what and where you deliver your service to maps that we provide showing demand and demographics.  You should only bid for the minimum volume of service that you have capacity to deliver. We would not expect a tenderer to bid for a greater volume of hours than you can deliver from day-one of the service.  For Commissioners the model is designed to offer reassurance that there is complete coverage across the area.  We hope that for Clients this may lead to shorter waiting times for care.  Further details about the model which has been revised following feedback at the event in January will be provided in the tender pack. |
| Mental Health/Specialisms - will this be met in this model?  How does the home care model affect people with a Learning Disability? | Mental Health services are included in the contract.  Specialist Learning Disability provision will not be included and will be part of a joined up approach with Borough of Poole to be announced.  In Bournemouth, if you are delivering a service to a person with a Learning Disability under your current Community Home Care contract the existing contract will be extended for Learning Disability clients only, until a joint Bournemouth and Poole Learning Disability provision has been established. |
| Rates?  Will the new rate include the government recommended sleep in rate of £6.20 per hour?  Will payment systems be aligned including the CCG?  Rates for Healthcare/Colleges/Universities?  Enhancements BH15 + BH16? | The prices will be detailed in the information available to tenderers when the tender is issued. Please see [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk) for all information relating to the tender.  Financial modelling is underway to confirm the payment rates including sleep in and waking night rates.  As part of the journey we will look to align processes wherever possible, including payment processes, but it is unlikely that payment processes will be aligned at the start of the contract. |
| Can Providers cover the whole of Bournemouth and Poole?  Can Providers bid for a small bundle to cover a big area?  Locality working didn’t work last time – what safeguards will be in place? | Providers can operate across the conurbation depending on what works for your business. You will be required to declare in your bid the post code areas in which you can deliver a service which can include a mix of post codes in Bournemouth and Poole.  Providers can determine how many areas you deliver your service across.  The framework is a flexible framework which means that we can reopen the opportunity to add new Providers to the framework in certain circumstances e.g. if capacity is not meeting demand. |
| Why Post Codes drawn up the way they are?  Will there be one Provider per post code area?  Will one agency be responsible for a post code or will the post code area be broken down any further?  How will Providers be awarded post code areas? | The post codes are all post codes across Bournemouth and Poole. We have bundled post codes together where we need to secure coverage across hard to reach areas.  We are looking to achieve maximum service coverage across the conurbation.  We are not aiming to have a single provider in any one post code area.  Post codes will not be broken down any further.  Providers will be committed in the contract to delivering a service in the post code areas indicated by you in your bid.  Highest scoring Providers will be awarded a contract for the hours and post codes set out in the bid until the total hours required across the service have been met. |
| What happens if you do not win a post code?  Are we able to bid for our own post codes? | Tenderers will indicate the post codes in which your organisation can deliver a service in line with your business plan. |
| Is the amount of hours outlined on top of what current providers are doing? | The hours outlined in the tender information are the total hours required by the service including all relevant current provision for Bournemouth Borough Council, Borough of Poole and NHS Dorset CCG (Bournemouth and Poole). |
| Staffing – if you are awarded a contract and then have staff shortages, what would happen? | Tenderers will be evaluated on their recruitment, retention and contingency arrangements. Providers will be required, in line with the contact conditions, to work with the Purchaser to include implementing contingency arrangements where appropriate, in the event of a staffing crisis.  The framework will be a flexible framework which means that we can consider reopening the procurement opportunity in certain circumstances e.g. if capacity is not meeting demand. |
| Consortium bids? | Will be accepted. |
| Client choice? | We will expect Providers to work with Clients to ensure that they are involved in every aspect of their service delivery. |
| How do you prioritise who Brokerage will call within each post code for a new package of care? | Providers will declare in the tender the post codes in which you can deliver a service. The Brokerage Team will use this information when sourcing care.  Brokerage referral processes will be set out in the contract. |
| Are the contract hours total delivered hours e.g. does 250 mean single hours which would be 500 if a double up? | Total delivered hours in units of 15, 30, 45 and 60 minutes. |
| What are the lead times? | Please see indicative tender timetable. Any updates will be published on the procurement portal.  The mobilisation period is expected to be September and October 2017. This has changed following your feedback at the event on the 24th January 2017. |
| Why not have an indefinite number of service Providers?  Why restrict the number of Providers that you will work with?  Why not Dorset Approach? | Working with a smaller number of Providers supports a partnership approach, helps to build good relationships and ensures that each of the Providers on the framework has the opportunity to achieve a sustainable number of service delivery hours. |
| Will you align processes? | Through the contract journey and as part of Local Government Reorganisation processes will be aligned where appropriate. |
| Will call monitoring be used for Provider payments/minute-by-minute billing? | Call monitoring systems will not be used for Provider payments/minute-by-minute billing. |
| Who will answer tenderer questions? | Commissioners from Bournemouth Borough Council, Borough of Poole and CCG and responses will be published on the procurement portal. |
| Will there be a management fee for using the South West portal? | No. |

**If you have any further questions, please send them to** [**careandsupportathome@bournemouth.gov.uk**](mailto:careandsupportathome@bournemouth.gov.uk)**.**