



# **DYNAMIC PURCHASING SYSTEM (DPS) APPLICATION GUIDE**

**LEICESTERSHIRE COUNTY COUNCIL**

**SUPPORTED LIVING SERVICES**

**Change Control:**

<b>Version</b>	<b>Date</b>	<b>Comments</b>	<b>Created by</b>	<b>Reviewed by</b>
V.1.0	12/12/2020		Kayley Lakin	Ben Smith
V.1.1	30/01/2023		Carol Stanyard	Louis Blake

## **1. Introduction**

Leicestershire County Council manages the commissioning and contracting arrangements for individual packages of supported living or ongoing support for individual people via a Dynamic Purchasing System (DPS) through the ProContract Procurement system.

To be able to have the opportunity to bid for these packages of care, you will need to register as a Provider and complete an enrolment application on ProContract. During this process you will be asked to provide company details, answer quality questions relating to supported living services and upload relevant required documents.

This document will cover the following:

- How to register on ProContract and access the opportunity;
- Eligibility and mandatory requirements;
- How your enrolment application will be evaluated;
- Next steps.

## 2. How to register on ProContract and access the opportunity

The e-tendering portal can be accessed via the following link:

<https://procontract.due-north.com/SupplierPreLoginHome/>

- Registration / login:
  - First time users of the Portal must register on the website;
  - If already registered you must login to the site.

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### Home page

News and announcements

**Welcome to the new version of ProContract**

As the market leader in the public sector Due-North has a wealth of procurement expertise, and now our systems functionality has been further improved with the introduction of ProContract Version 3.

If you are a current registered supplier and this is the first time you are visiting the site your details have been automatically transferred, however for security and account validation you will be required to reset your password and follow the instructions below:

[Migrated user instructions](#)

New to portal

Free registration

[Register](#) [Login](#)

[Forgotten your username or password?](#)

Useful links

[Contracts register](#) >

[Help](#) >

Current opportunities [Find opportunities](#)

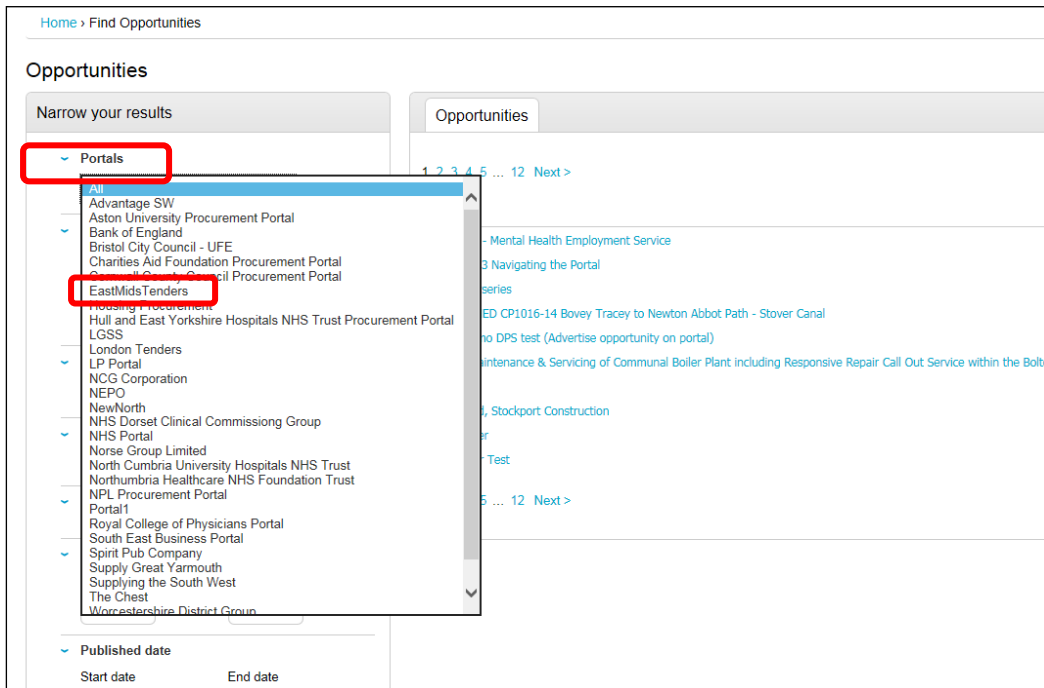
Shown below is a list of the latest current opportunities

Opportunities Recently added

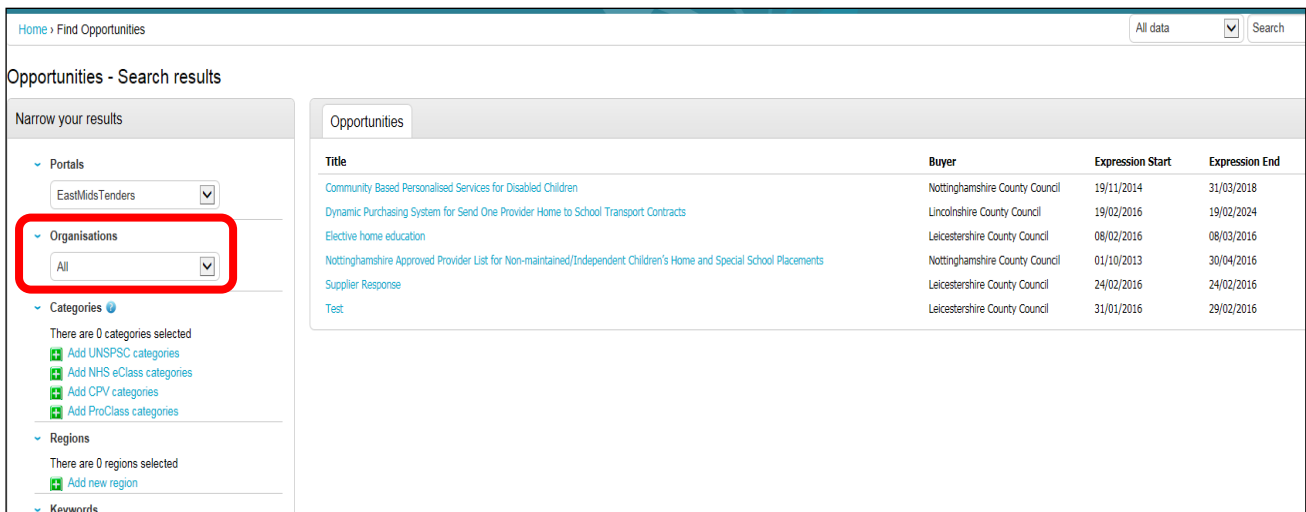
1 2 3 4 5 6 7 8 9 10 [Next >](#)

Buyer	Title	Start date	End date	Estimated value
Bath and North East Somerset Council	<a href="#">test training project 18th feb</a>	18/02/2016 10:29:00	25/02/2016 12:00:00	N/A

- Under Narrow your results: Portals – select EastMids Tenders and Update:



- Press **Update** in the bottom left hand corner of the screen;
- Under Narrow your results: Organisations– select Leicestershire County Council and press **Update**;
- Under Opportunities select the relevant tender by clicking on the **blue hyperlink**:



- Click on **My activities** located on the blue toolbar;
- Under Narrow your results select Leicestershire County Council and **Update**:

- Click on the Supported Living **blue hyperlink**;
- Under **Events: Supplier Response: Not Started** click on **Start**:

- Complete all the mandatory questions required and follow instructions to submit your response.

### **3. Eligibility and Mandatory Requirements**

Providers awarded a place on the DPS as a result of this opportunity will be on the basis of their offer meeting all of the mandatory requirements. Mandatory Requirements fall into the following Categories and are:

#### **Selection Questionnaire, Section A - which includes:**

- Essential Supplier Information
- Mandatory & Discretionary Exclusions

The answers give the Council an overview of the organisation and its structure so the information will be used to verify the selection information, so it is important these are completed in full.

Failure to meet or complete any of the Essential Supplier Information and Mandatory & Discretionary exclusion questions will result in applications being discounted from proceeding any further in the evaluation process. Applicants will have the opportunity to amend their submission accordingly and re-submit their application in the following DPS round.

#### **Selection Questionnaire, Section B - which includes:**

- GDPR – Information Governance
- Finance

Scores are arrived at following the application of the Evaluation Criteria (**Evaluation Criteria**) set out below to the Applicant's Application.

#### **Quality Requirements – Section C - Service Questions**

- Service Delivery Model
- Recruitment & Retention
- Safeguarding
- Outcomes
- Continuous Improvement

Scores are arrived at following the application of the Evaluation Criteria (**Evaluation Criteria**) set out below to the Applicant's Application.

Providers are required to submit an application strictly in accordance with the requirements set out in the procurement regulations, to ensure the Council has the correct information to make the evaluation. Evasive, unclear, hedged or misrepresented Tenders may be discounted in evaluation and may, at the Council's discretion, be rejected.

Providers must meet the minimum mandatory requirements in all categories to be successful in gaining a place on the DPS:

#### **Selection Questionnaire Section A**

Selection criteria questions are of a 'pass/fail' nature. A 'fail' for any of the questions in the Supplier Questionnaire, '**Essential Supplier Information and Mandatory & Discretionary Exclusions**, will result in the application being rejected at this point and returned to the applicant for amendment. The applicant will be able to re-submit their amended application in the following DPS round.

These criteria are explained in more detail in the table below:

<p>Supplier Questionnaire: Essential Supplier information and Mandatory &amp; Discretionary Exclusions</p> <p><b>Section A</b></p>	Full name of Supplier
	Registered office address
	Registered website address (if applicable)
	Trading status: a) public limited company b) limited company c) limited liability partnership d) other partnership e) sole trader f) third sector g) other (please specify your trading status)
	Date of company registration
	Company registration number (if applicable) Charity registration number (if applicable) Head Office DUNS number (if applicable)
	Registered VAT number
	Is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established? If yes, please provide the relevant details, including the registration number
	What Trading name will be used if you are successful in this procurement?
	Please state which of the relevant classifications your organisation falls under: 1) Voluntary Community Social Enterprise (VCSE) 2) Sheltered Workshop 3) Public service mutual 4) Other (please specify) 5) Not Applicable
	Are you a Small, Medium or Micro Enterprise (SME)?
	Details of Persons of Significant Control (PSC), where appropriate: - Name; - Date of birth; - Nationality; - Country, state or part of the UK where the PSC usually lives; - Service address; - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used); - Which conditions for being a PSC are met; - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more.
	Details of immediate parent company: - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable)



	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> <li>- Full name of the ultimate parent company</li> <li>- Registered office address (if applicable)</li> <li>- Registration number (if applicable)</li> <li>- Head office DUNS number (if applicable)</li> <li>- Head office VAT number (if applicable)</li> </ul>
	<p>Are you bidding as the lead contact for a group of economic operators? If yes, please provide the proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure. If you are planning to use sub-contractors please provide the name and registered address for <b>all</b> of these here. We may ask for further details of these subcontractors if you are successful in enrolling.</p> <p><b>Pass/Fail</b></p>
	<p>Please provide the main contact details below:</p> <p>Name:  Role:  Phone number:  Email address:  Postal address:  Electronic signature:  Date:</p>
	<p><b><u>Contact Details and Declaration</u></b></p> <p>Please confirm that you have read and agree to the following statements:</p> <p>I declare that to the best of my knowledge the answers submitted and information contained in this document are correct, accurate and truthful and represent my organisation’s ability to deliver against this contract.</p> <p>I declare that, upon request and without delay I will provide the certificates or documentary evidence asked for in this document and understand that failure to do so will result in my application being rejected at this point and not taken forward for further evaluation.</p> <p>I understand that the information will be used in the selection process to assess my organisation’s suitability to be invited to participate further in this procurement.</p> <p>I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content, is provided in any section.</p>

	<p>I am aware of the consequences of serious misrepresentation.</p> <p><b>Pass/Fail</b></p>
	<p>Please confirm that you have attached and uploaded the following:</p> <ul style="list-style-type: none"> <li>• Most recent CQC Certificate;</li> <li>• Evidence from CQC that you are registered to deliver Supported Living Services (screenshot, letter);</li> <li>• Financial documentation;</li> <li>• Insurance documents;</li> <li>• Business Continuity Plan;</li> <li>• DPS Supplier Agreement.</li> </ul>
	<p>Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below:</p> <ul style="list-style-type: none"> <li>• Participation in a criminal organisation;</li> <li>• Corruption;</li> <li>• Fraud;</li> <li>• Terrorist offences or offences linked to terrorist activities;</li> <li>• Money laundering or terrorist financing;</li> <li>• Child labour or other forms of human trafficking.</li> </ul> <p>If you have listed yes to any of the above points, please detail date and reason of conviction and consequently, what measures have been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion.</p> <p>Please note that we reserve the right to run background checks on all companies to determine if the above information is correct.</p> <p><b>Pass/Fail</b></p>
	<p>Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p> <p><b>Pass/Fail</b></p>
	<p>Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation:</p> <ul style="list-style-type: none"> <li>• Breach of environmental obligations;</li> <li>• Breach of social regulations;</li> <li>• Breach of labour law obligations:</li> </ul>

	<ul style="list-style-type: none"> <li>• Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation’s assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State;</li> <li>• Guilty of grave professional misconduct;</li> <li>• Entered into agreements with other economic operators aimed at distorting competition;</li> <li>• Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure;</li> <li>• Been involved in the preparation of the procurement procedure;</li> <li>• Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions.</li> </ul> <p>If you have listed yes to any of the above points, please provide further details.</p> <p>Please note that we reserve the right to run background checks on all companies to determine if the above information is correct.</p> <p><b>Pass/Fail</b></p>
	<p>Please declare any relevant conflicts of interest that your organisation may have.</p>
	<p>Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act") and if yes, please confirm that you are compliant with the annual reporting requirements contained within Section 54 of the Act 2015.</p> <p>Pass/fail</p>
	<p>Please confirm that prior to Contract award you will have completed the Government’s Cyber Essentials Scheme by undertaking a validated self-assessment of your cyber security system, followed by verification by an Independent Certification Award.</p>
	<p>Please confirm that your organisation has a Health and Safety Policy that complies with current legislative requirements and that organisation or any of its Directors or Executive Officers has not been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last three years.</p>

	<p>Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below. Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member). Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract. If not applicable, please answer N/A</p> <p>If you cannot provide at least one example, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up but you have key staff that have relevant experience and knowledge of Supported Living Services in the recent past. If not applicable, please answer N/A</p> <p><b>Pass/Fail</b></p>
Supplier Questionnaire: Insurances	<p>Please confirm that you have uploaded documentation showing that you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Employer's (Compulsory) Liability Insurance = £10m</p> <p>Public Liability Insurance = £10m</p> <p>Professional Indemnity Insurance = £2m</p> <p>Medical Malpractice Insurance = £5m (when required)</p> <p><b>Pass/fail</b></p>
Business Continuity Plan	<p>Please upload your organisations Business Continuity Plan.</p> <p>Please confirm that you are willing to work with the Council to ensure that your business continuity measures exceed or meet those required for the contract.</p> <p><b>Pass /fail</b></p>

DPS Supplier Agreement	Please sign and date the Supplier Agreement – your application will fail if the relevant page has not been completed.  <b>Pass/fail</b>
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**Section B**

Supplier Questionnaire:  <b><u>GDPR</u></b>	Data Capture:  When you receive a request from us how will you document or record the information so that you can provide the service?  <b>Pass/fail</b>
	Data Access: Within your organisation, who will have access to the personal and / or sensitive information that is sent to you – and how will you control who has access to that information?  <b>Pass/fail</b>
	Data Extraction: Where you need to extract the information from your systems, can you please explain how this will be done – and what commonly used formats can the extracted data be provided in.  <b>Pass/fail</b>
	Data Storage: Where will you save / store the personal and / or sensitive information that is sent to you to ensure that it is kept securely and cannot be accessed by anyone who should not be able to see that information?  <b>Pass/fail</b>
	Data Security: How will you ensure the security of the personal and / or sensitive information that is sent to you and how will you know if there has been a data breach?  <b>Pass/fail</b>
	Data Transfer: How will you securely transfer the personal and / or sensitive information to your relevant staff that need to read and understand the information to carry out the contracts correctly? And how will you ensure the transferred data will continue to be kept secure by your staff that you transfer it to?  <b>Pass/fail</b>
Data Segregation: Are you able to keep information about County Council service users separate from your other customers information?	

	<p><b>Pass/fail</b></p> <p>System Infrastructure: What security do you have installed on your computers, smart phones or other devices? Do you use passwords and PINs to protect the devices?</p> <p><b>Pass/fail</b></p> <p>Personnel Checks: Please provide assurances that you carry out appropriate checks on your staff to ensure they are suitably qualified to work on this information. Can you also state what level of training you provide around Data Protection for your staff?</p> <p><b>Pass/fail</b></p> <p>Data Retention: How long will you keep the personal and / or sensitive information that is sent to you?</p> <p><b>Pass/fail</b></p> <p>Data Disposal: How will you safely and securely delete and / or dispose of electronic and paper records of the personal and / or sensitive information once the contract arrangement has ended and it is no longer required by you?</p> <p><b>Pass/fail</b></p> <p>End of Contract: How you intend to handle the Councils data at the end of the contract? If possible, please detail how data will be transferred to a new supplier, returned to us or deleted.</p> <p><b>Pass/fail</b></p>
<p>Supplier Questionnaire:</p> <p><b>Finance</b></p>	<p>Please confirm that you have uploaded audited or independently examined financial accounts that provide figures for at least the past two years of trading.</p> <p>if you are unable to upload the information required above, please confirm that you have uploaded audited or independently examined financial accounts that provide figures for at least one year of trading, a Cash flow forecast for the next 3-5 years and projected profit and loss and a projected year-end balance sheet position for the current year of trading, both of which must have been certified by a qualified accountant or independent auditor.</p> <p><b>Pass/Fail</b></p>

	<p>If you a new start up organisation and cannot provide either of the above, please provide one of the following:</p> <ul style="list-style-type: none"> <li>a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation;</li> <li>b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position;</li> <li>c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).</li> </ul> <p>Please note that the Council may request additional information if it is unable to assess Tenderers’ financial standing with the information provided and use this to determine the financial viability of an organisation.</p> <p><b>Pass/fail</b></p>
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## **Section C**

### **Quality requirements**

There are 6 quality questions that are required to be answered in this section. The following 5 questions require a pass mark to be awarded a place on the DPS:

- Service Delivery Model;
- Recruitment and Retention;
- Safeguarding;
- Outcome based support;
- Continuous Quality.

You must obtain a pass mark in all 5 of the questions below to be able to progress from this section.

The information that is required for you to pass the question, that you will need to include in your response, is listed in the table below:

Theme	Question	Word Count	Pass Criteria
Service Delivery Model  <b>Pass/Fail</b>	Please provide a description of your overall service delivery model in the provision of Supported Living in the County of Leicestershire. Your response should include but not be limited to:	1000	<p>In order to obtain a pass score we expect you to evidence the following:</p> <ul style="list-style-type: none"> <li>• Track record of successfully delivering supported living support;</li> </ul>

	<ul style="list-style-type: none"> <li>• How you will operate the overall delivery of the Service on a daily basis;</li> <li>• How your approach will help to ensure you meet the demand for support across the locality of Leicestershire. Considering any specific geographical characteristics which may apply (e.g. rural or dispersed locations, areas hard to recruit in, etc.).</li> </ul>		<ul style="list-style-type: none"> <li>• Strong back-office functions to support service delivery;</li> <li>• Understanding of the concept of person-centred services and supported living;</li> <li>• Understanding of the issues impacting on demands and delivery in Leicestershire;</li> <li>• Track record of delivery in Leicestershire;</li> <li>• Company ethos of enablement.</li> </ul>
<p>Recruitment and Retention</p> <p><b>Pass/Fail</b></p>	<p>Please outline your approach to recruitment, retention and development of staff. Please include any continued training and development processes and opportunities provided to ensure continued quality of care.</p> <p>Your response should include but not be limited to:</p> <ul style="list-style-type: none"> <li>• Your approach to staffing, including management, supervision, reporting lines and the range, number, and qualification/ experience requirements of each of the roles you would seek to develop in support of your service model. This should include management, supervisory, clinical, operational, financial and administrative functions;</li> <li>• Your approach to staff development, including induction, supervision, training, attracting and retaining high quality personnel;</li> <li>• Contingency arrangements to ensure adequate cover in the case of unplanned increases in workload, staff absences and major incidents;</li> <li>• Procedures covering poor staff conduct, performance issues and sickness;</li> </ul>	1500	<p>In order to obtain a pass score we expect you to evidence the following:</p> <ul style="list-style-type: none"> <li>• Staffing Structure, which is sufficiently populated with care staff, supervisors and managers;</li> <li>• Training / qualifications required for each role. All care staff to Have a minimum of the Care Certificate or equivalent. Where care staff have contact with individuals who have behaviours which challenge, we expect to see qualifications relevant to this;</li> <li>• Recruitment process, staff turnover and plans to meet any staffing gaps. You will need to demonstrate an understanding of the local labour market;</li> <li>• Approach to meeting any unplanned staffing issues / rise in demand / meeting needs of customers at short notice;</li> <li>• Line Management &amp; staff support mechanisms including use of supervisions and</li> </ul>



	<ul style="list-style-type: none"> <li>Your approach to supporting staff who are working with individual's with challenging behaviour.</li> </ul>		<p>performance appraisal. This will need to include demonstrating that supervisions are in place;</p> <ul style="list-style-type: none"> <li>The processes in place to support staff including measures to support staff and prevent burn out amongst staff who work with those with complex needs.</li> </ul>
<p>Safeguarding</p> <p><b>Pass/Fail</b></p>	<p>How will your approach to Safeguarding incorporate Leicestershire County Council's Multi Agency policies and procedures, promote best practice, whilst also encouraging appropriate positive risk taking and increase independence</p> <p>Your response should include but not be limited to:</p> <ul style="list-style-type: none"> <li>Your organisations response to any potential safeguarding incident;</li> <li>How all employees involved in direct delivery of services understand and recognise issues relating to the safeguarding of vulnerable adults and children in line with legislative and best practice requirements;</li> <li>Please give an example of where you have used your</li> </ul>	1500	<p>In order to obtain a pass score we expect you to evidence the following:</p> <ul style="list-style-type: none"> <li>Robust safeguarding policy which complements the policy for Leicestershire County Council and its safeguarding procedures;</li> <li>Response process for safeguarding incidents;</li> <li>How safeguarding is imbedded with all staff, evidence of training;</li> <li>Staff are aware of relevant legislation for both Adults and children;</li> <li>Effective reporting procedures for safeguarding;</li> <li>Demonstration of a practical safeguarding example to demonstrates how proves work;</li> <li>Strong management structure and responsibilities to promote safeguarding;</li> <li>Demonstrates organisation collates</li> </ul>

	<p>safeguarding procedures to successfully manage outcomes where there were suspicions or incidences of abuse.</p> <ul style="list-style-type: none"> <li>Please describe what steps/lessons learnt have been implemented to mitigate such incidences occurring in the future.</li> </ul>		<p>analyses and learns for safeguarding incidents.</p>
<p>Outcomes</p> <p><b>Pass/Fail</b></p>	<p>Describe your organisation's approach to outcome-based support planning and procedures.</p> <p>Your response should include but not be limited to how you will:</p> <ul style="list-style-type: none"> <li>Implement your approach in line with the progression model;</li> <li>Measure and monitor individual's outcomes progress and the success of support tools;</li> <li>Manage individuals' outcomes, for example, personal care, budgeting, nutrition and nutrition, personal aspirations;</li> <li>Work with the individual so that you and they manage their home and time spent in the community safely;</li> <li>Develop and maintain family or other personal relationships;</li> <li>Facilitate access to and engagement in work, training, education or volunteering activities;</li> <li>Make use of necessary facilities or services in the local community, including public transport and recreational facilities or services.</li> </ul>	1500	<p>In order to obtain a pass score we expect you to evidence the following:</p> <ul style="list-style-type: none"> <li>Understanding of progression model and how this is imbedded to service delivery;</li> <li>How and individuals' goals and outcomes are measured and monitored;</li> <li>Tools to capture outcomes;</li> <li>Practical examples of the types of outcomes measures and how this influences an individuals' service delivery;</li> <li>How a positive risk-taking approach is used to maximise the use of local facilities;</li> <li>Ways in which an individual is supported to manage their home and time in the community safely;</li> <li>How circles of support and other positive relationships are maintained and developed;</li> <li>How individuals are supported to make a positive contribution to the community and engage in work,</li> </ul>

			<p>education, volunteering or training;</p> <ul style="list-style-type: none"> <li>• Ensure that the individual can access and maximise the use of local assets such as free events, public transport and recreational facilities.</li> </ul>
<p>Continuous Improvement</p> <p><b>Pass/Fail</b></p>	<p>What systems, procedures and other mechanisms do you have in place to manage the continuous quality of services delivered under the contract?</p> <p>Your response should include but not be limited to:</p> <ul style="list-style-type: none"> <li>• Your experience of quality management and examples of how you have implemented quality improvement measures in relation to Supported Living Services;</li> <li>• Your proposals for delivering performance management information (outcomes, outputs and quality measures as detailed in the Service Specification);</li> <li>• Engagement and feedback from people using the service;</li> <li>• Quality governance audit and governance procedures;</li> <li>• The remedies that you would put in place if the quality of service was found to be failing to meet the required standard.</li> </ul>	1000	<p>In order to obtain a pass score we expect you to evidence the following:</p> <ul style="list-style-type: none"> <li>• Quality management framework is in place with metrics;</li> <li>• Outcome information and management information is used to shape services;</li> <li>• Service user and stakeholder feedback is regularly captured;</li> <li>• Track record of using quality improvement measures in a supported living environment;</li> <li>• Engagement mechanisms for service users in place;</li> <li>• How quality information is governed and audited;</li> <li>• Examples of how quality feedback has improved service;</li> <li>• Examples of how the organisation would put in place remedial actions if poor performance was identified;</li> <li>• How staff are involved in the quality mechanisms (i.e. whistle blowing, staff feedback).</li> </ul>

### **How your application will be evaluated**

Once you have submitted your completed application, it will be evaluated initially by our Procurement Team to determine if it meets the minimum requirements of Section A – ‘**Essential Supplier Questions and Mandatory & Discretionary Exclusions**’. Should the application pass at this point it will be forwarded to our Information Governance, Finance and Quality teams for their evaluation. Should it fail, you will be notified by the Procurement Team to amend where required and advised to re-submit your application in the following DPS round. Please note that if your

application fails at this stage, your application will not have been evaluated in relation to Sections B & C.

If the evaluators for GDPR, Finance and Quality feel that your application does not meet the minimum required mandatory criteria, your application will be rejected, and you will receive feedback on why this was. If you are able to rectify this, you can re-submit your amended application for evaluation in the following DPS round. Your previous application will be saved into the system, meaning that you do not have to fill everything in again, only those areas where you have failed, and feedback has been given. The relevant evaluation team will then re-evaluate the areas that have been amended.

Our evaluators aim to complete the evaluation of applications within 21 working days of them being received, however, there may sometimes be a delay in doing this depending on service demand.

Following evaluation across all sections and if your application is approved, you will receive an automated email from ProContract confirming that you are now an approved provider on the DPS.

### **Next Steps**

Once you are an approved provider on the DPS, you will be able to bid for supported living packages as they are made available through the system. Once logged in to the opportunity on ProContract, you will have access to the Operational Guide which will give more detail on how to do this. If you wish to raise any questions at any point, please use the messaging facility within ProContract.

Any queries or questions that you have can be communicated through the messaging system on ProContract, once you have registered.