

## **Learning Disability Supported Living and Domiciliary Outreach Service in Mendip, Somerset**

### **Market Engagement Event – Monday 26<sup>th</sup> March 2018**

#### **Questions and Answers**

1. Start-up costs – there is a short leading time for this tender, is this being factored in terms of pricing?
  - a. *Operating costs and start-up costs should be set against hourly rates in the pricing schedule within the tender but there will be no additional funding from SCC for start-up costs.*
2. Furniture – no furniture or IT included, does this mean people's home equipment also, such as beds?
  - a. *SCC are not expecting the current organisation to take the beds etc out of the service users rooms. They will continue to be the landlord so the successful provider will have contact with them. The new provider may need or want to purchase new office chairs, mattresses etc.*
3. Inventory of items – will an inventory of ownership of items be available?
  - a. *SCC will request this from the incumbent provider*
4. Support plans – will copies of the support plans be available, will one pitch profiles be available?
  - a. *At this point in time SCC will collate but not release support plans until point of award (to only the awarded Provider). SCC are likely to give a summary of schemes to those bidding.*
5. Client information – will data on how long the clients have been supported and what opportunities there are in terms of referrals going forward be made available?
  - a. *SCC may be able to provide referrals for the past 6 months. In terms of length of time people have been within the Service, SCC will confirm whether this is possible.*
6. Extension of the current contract – is there any reason that this contract would be extended and not go out to tender?
  - a. *There is no reason this Contract will not go out to tender.*
7. It is a substantial amount of business – who is the outgoing provider?
  - a. *SCC are not in a position to say who the current provider is. They are a not for profit organisation, who have no financial interest but care about the support of their clients. Evaluation panel will be made up of people including clients. As a charity they want to do the right thing for the organisation, which is working with SCC to put it out to tender.*
8. Service user profiles – not knowing who the organisation is there a particular area of expertise they have, behaviours that challenge etc.
  - a. *The existing provider is a general LD provider. They support some people with behaviours that challenge, as well as support people with mild to moderate as well as moderate to severe LD.*

- b. There are no service users who have a severe mobility difficulty*
- 9. Communication needs – will this be provided?
  - a. SCC will provide client summary information. This will be included in the tender.*
- 10. Age profile – will this be provided?
  - a. SCC could do broad ranges of service users within the tender*
- 11. Communication IT – Is this owned by the individual or does this need to be replaced?
  - a. For service user's technology, it is expected to be the individuals and not have to be replaced with the switch of providers.*
- 12. Tender pricing – is the costing going to be done on the basis of the whole potential 7 years, what about allowances for NMW.
  - a. Cost for the purposes of their 5 year contractual period including contractual increases. This should be factored in to hourly rates. One price (hourly rate) for the whole 5 years. Contractual reviews – pricing reviews for increases where there is a legislative change.*
- 13. Will there be caps on hourly rates
  - a. SCC will include no caps on hourly rates. However, SCC are asking people to be legally compliant with NMW for sleep ins.*
- 14. Evaluation criteria – What is the split between quality and price.
  - a. SCC are applying their standard 70/30 price and quality division for tendering.*
- 15. New Support Company transitional funding
  - a. The new provider can work with old provider from 20<sup>th</sup> July to make arrangements for the transition*
- 16. CQC Approval and Timings for setting up a new registered office or transfer of the current provider.
  - a. There is no indication that you need to have a Somerset office, a local office to deliver the contract from whilst setting up a new office would be acceptable. It is believed that the intention of the outgoing provider will be to de-register with CQC. It is the responsibility of the bidder to ensure they are compliant with CQC.*
- 17. Video submission – Clarify expectations
  - a. The SQ submission will not include video submission. There will be a set criteria of 5 questions from client's, which it will be required to respond with a 10 min video. There will not be a requirement for easy read.*
- 18. Portal Working – is the supplying the south west working?
  - a. Yes it is working correctly. Questions will be aimed to be answered within 24 hours.*
- 19. Confidentiality for TUPE – When will this be provided?
  - a. Providers are able to provide SCC with the confidentiality agreements prior to tender, but the TUPE list will not be released until the tender is launched.*

20. 24 hr response to clarification questions on bank holiday.
- a. *We will answer until last thing Thursday or first thing Tuesday. Aware of quick turnaround and will respond to all clarifications as soon as possible.*
21. TUPE – do any of the individuals on the TUPE list have a local government pension?
- a. *No individuals with a local government pension scheme – standard employer pension scheme.*
22. TUPE communications –
- a. *Stage 1 of the tender all TUPE queries will be sent via SCC, stage 2 we may do TUPE communications from bidders to incumbent provider*
23. TUPE – Are staff aware?
- a. *Staff are aware.*
24. Are there enough existing staff to cover the service?
- a. *Yes there are enough staff, over 100% of contract delivery hours by staff excluding bank staff.*
25. Timescales – Clarification as to when TUPE will be analysed
- a. *The TUPE list will be sent to providers as soon as confidentiality agreements are submitted; providers are required to undertake their own analysis of the TUPE information. We are asking providers to show the risk in the tender. Aware of risk to provider, but also SCC. NMW aware until 2020, as all providers are aware of this.*
26. Staff – Wages
- a. *Staff are paid at least the NMW, some staff are above, but that will be shown in TUPE information when the tender is released.*