

Part C

Provision of Care and Support in Supported Living Accommodation for people with a learning disability or people with statutory mental health needs

Award

DN572756

Commercial and Procurement Team

Somerset County Council

County Hall

Taunton

TA1 4DY

commercialandprocurement@somerset.gov.uk

Contents

1	The Evaluation Process.....	3
1.1	Preliminary Compliance Stage	3
1.2	Evaluation of the Award Questions	3
2	Award	7
3	Form of Tender	15
4	Certificate of Confidentiality.....	18
5	Commercially Sensitive Information	19

1 The Evaluation Process

1.1 Preliminary Compliance Stage

The Authority will assess whether all requisite sections of the Applicant's Bid have been completed and all necessary information, schedules and any other Bid requirements have been supplied in accordance with the following:

Section	Topic	Means of evaluation
Part C Award		
Section 2	Award	Scored
Section 3	Form of Tender	Pass/fail
Section 4	Certificate of Confidentiality	Pass/fail
Section 5	Commercially Sensitive Information	Pass/fail
Part D Pricing		
Section 3	Pricing Schedule Declaration	Pass/fail

The Applicant's response shall be considered to have failed and will be excluded from the procurement where it fails to complete and/or submit any of the required schedules as described above.

1.2 Evaluation of the Award Questions

1.2.1 Award criteria

The following criteria and weightings will be applied in the evaluation of the questions and/or method statements asked of Applicants within section 2 Award of this Part C Award.

Evaluation criteria breakdown		Means of evaluation	
		Sub criteria	Main criteria
Quality	Lots 1, 2, 3 and 4		50%
Resources	30%		
Service Delivery Model	30%		
Social Value	10%		
Implementation	20%		
Continuous Improvement	10%		
Price	Lots 1, 2, 3 and 4		50%
Core Hours	25%		
Individual Hours	25%		
Waking Night	25%		
Sleep In Rate	25%		

It will be on this basis that the Authority will award the Contract to the highest scoring Applicant per Lot.

1.2.2 Scoring guidelines

The questions asked of Applicants within this Part C Award shall be scored using the marking system described within this section. Applicants must refer to the Authority's minimum requirements, where given, to ensure that they meet or exceed the minimum requirements wherever possible so as to score the highest marks.

The score given by the evaluation panel to each Applicant's responses to the Award questions will be based on, and reflect, the degree to which the Applicant has clearly

All questions within section 2 Award of this Part C will be evaluated in accordance with the following:

Score	Scoring guidelines
0	Unacceptable. Does not meet the requirement and/or insufficient demonstration of the ability, understanding, experience, skills, resource & quality measures to provide the service, with little or no supporting evidence
1	Serious Reservations. Satisfies the requirement with major reservations of the relevant ability, understanding, experience, skills, resource & quality measures to provide the services, with little or no supporting evidence

2	Minor Reservations. Satisfies the requirement with some minor reservations of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the services, with little supporting evidence
3	Acceptable. Satisfies the requirement. Demonstration of the relevant ability, understanding, experience, skills, resources & quality measures required to provide the services, with some supporting evidence.
4	Good. Satisfies the requirement with minor additional benefits displayed. Above average demonstration of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the services. Identifiable factors that will offer potential added value, with evidence to support the response.
5	Excellent. Exceeds requirement. Exceptional demonstration of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the services. Identifiable factors that will offer potential added value, with good supporting evidence.

1.2.3 Evaluation procedure: Award

The award stage examines how the Applicant proposes to deliver the Contract and will be conducted by a panel of key stakeholders. The size, make up and experience of the evaluation panel will reflect the scale and complexity of the activity to be evaluated, and may include a degree of specialist input consistent with the nature of the procurement.

Evaluation panellists will be provided with the Applicants' Bids prior to a moderation session. They are required to read the responses prior to the moderation session and record their own comments and scores. Bids will be evaluated against the published evaluation criteria and scoring guidelines. Bids will not be scored comparative to one another.

A representative from the Authority's Commercial and Procurement Team will conduct the moderation session. The role of the moderator is to ensure that the general principles of the regulations are adhered to, that the views of the entire evaluation panel are taken into account, and to challenge scores and comments to verify that the published scoring criteria is correctly applied.

During the moderation session evaluation panellists will discuss the Applicants' Bids, volunteering their previously recorded comments and scores with a view to arriving at a single, agreed, moderated score for each question and/or method statement response.

The moderator will record the moderated score and a summary of the evaluator's comments sufficient to justify the score. The scores including the characteristics and

relative advantages of the successful tender will be provided to Applicants alongside any notification of the decision to award the Contract.

	Bidding for Lots	
	Please advise which Lot(s) you are intending to bid for (Lot details are provided in Part B General Information and Specification). Please tick the applicable box or boxes.	
	Lot 1 – Ponsford Road	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Lot 2 – The Paddocks	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Lot 3 – The Avenue	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Lot 4 – Stoke-sub-Hamden	Yes <input type="checkbox"/> No <input type="checkbox"/>
	If you will be bidding for more than one lot please advise if you would accept the award of fewer Lots than you have applied for.	
	Additional Comments:	

2 Award

Instructions

1. To demonstrate how you will deliver the Service, as detailed in this Invitation to Tender (ITT), the Applicant must answer all of the questions detailed below and in the order they appear. Applicants must use the boxes provided and answer the question by using sub-headings as necessary.
2. Please do not assume that the evaluation panel will have any knowledge of your organisation as they cannot take any previous knowledge into account.
3. It is essential that you do not cross-reference your answers, as different members of the evaluation panel may evaluate different questions. It is important therefore that all information is provided under the appropriate heading and you duplicate the information in your answers to ensure each answer is autonomous. Please use Arial, Tahoma or Verdana font, size 12. It is essential that you keep to the word count specified within each question.
4. Please note that only the documents that have been requested by the Contracting Authority and specified within the questions should be submitted as attachments. Any attachment must be clearly referenced and named in the following format:

[Bidder Name] - [Question Number] - [Name of Document] - [Attachment Number]

5. The score given by the evaluation panel to each Applicant's quality question, will be based on and reflect the degree to which the Applicant has clearly demonstrated how well the evaluation criteria (for each quality question) has been met. The scoring matrix in 1.2.2 will be used.

Question 1

Resources

Please provide information to show how your organisation would resource an effective and sustainable service; ensuring that staff are well trained, motivated and given the time required to carry out their role effectively.

Please note that your answer must be a **MAXIMUM of 800 words**, excluding any charts or diagrams. The evaluation panel will disregard any text beyond the word limit given for this question, i.e. only the **first** 800 words will be evaluated. You may enclose a clearly referenced structure chart as a separate document, which will not count towards the word count. However, no other attachments will be allowed or considered.

Question 1

Evaluation Criteria

Your score will reflect the degree to which your organisation has clearly demonstrated that the evaluation criteria below have been met:

No	Criteria
1	Your response sets out a realistic staff structure to deliver the core hours requirements.
2	Your response clearly describes how you would resource the service to ensure that there are a range of staff skills to meet a variety of different needs.
3	Your response clearly sets out the appropriate training and support that staff will receive to ensure that they are able to support people with a Learning Disability or mental health need who may have behaviours that challenge and differing levels of support requirements.
4	Your response describes how you will maintain a sustainable, effective workforce.

This question will be scored out of 5, with a weighting of **30** out of 100 applied.

Question 1 - List of attachments

[Please enter the file name of any attachment you have included and made reference to in your answer to Question 1 here]
--

Question 1 – Answer for: Resources

[Please enter your answer to Question 1 here]

Question 2

Service Delivery Model

Please describe your service delivery model, to ensure that it meets the outcomes of the Service Specification.

Please note that your answer must be a **MAXIMUM of 900 words**, excluding any charts or diagrams. The evaluation panel will disregard any text beyond the word limit given for this question, i.e. only the *first* 900 words will be evaluated. No attachments permitted.

Question 2

Evaluation Criteria

Your score will reflect the degree to which you clearly demonstrate how well the following evaluation criteria have been met.

No	Criteria
1	Your response demonstrates how your service delivery model will enable people to live as independently as possible, whilst maintaining enough support to keep people safe.
2	Your response demonstrates how your service delivery model is flexible and robust in order to meet a variety of low, medium and high needs.
3	Your response gives examples of appropriate tools and/or methods that you might use to meet and maintain good outcomes for people.
4	Your response demonstrates a sound understanding of the importance of working with partner organisations and how you will ensure the relationship is built and maintained to ensure smooth delivery of the service.
5	Your response includes a clear rationale for all elements of the service delivery model.

Weighting: This question will be scored out of 5, with a weighting of **30** out of 100 applied.

Question 2 - Answer for: Service Delivery Model

[

[Please enter your answer to Question 2 here]

Question 3

Social Value

As a commissioning authority, Somerset County Council (SCC) is required to demonstrate how their services are providing 'social value' for local communities.

Please demonstrate what social value benefits you will deliver for the communities of Somerset which are over and above the requirements of the Service Specification. Please describe how the proposed benefits support the relevant priority areas as detailed in the link <http://www.somerset.gov.uk/EasySiteWeb/GatewayLink.aspx?alId=124646> through the delivery of this Contract.

Please note that your answer must be a **MAXIMUM of 500 words**, excluding any charts or diagrams. The evaluation panel will disregard any text beyond the word limit given for this question, i.e. only the *first* 500 words will be evaluated. No attachments permitted.

Question 3

Evaluation Criteria

Your score will reflect the degree to which your organisation has clearly demonstrated that the evaluation criteria below have been met:

No	Criteria
1	Your response clearly sets out the Social Value that will be delivered for the communities of Somerset over and above the requirements of the Service Specification.
2	Your response outlines how the proposed Social Value benefits support the relevant priority areas outlined in Section 4 of the SCC Social Value Policy Statement.

Weighting: This question will be scored out of 5, with a weighting of **10** applied.

Question 3 – Answer for: Social Value

[Please enter your answer to Question 3 here]

Question 4

Implementation

Please provide an implementation plan, with associated timescales and personnel, explaining the key stages and what actions your organisation would need to take to ensure a smooth and seamless transition and set up of the new service. You must demonstrate that your implementation plan is realistic, achievable and timely.

Please include in your answer a risk log. This must identify any risks (high, medium or low), recognising potential weaknesses from an organisational and/or operational perspective and the actions your organisation will take to mitigate these and ensure a successful implementation.

Please note that your answer must be a **MAXIMUM of 500 words**, excluding any charts or diagrams. The evaluation panel will disregard any text beyond the word limit given for this question, i.e. only the *first* 500 words will be evaluated. You may enclose a clearly referenced Implementation Plan and risk log as a separate document(s), which will not count towards the word count. However, no other attachments will be allowed or considered.

Question 4

Evaluation Criteria

Your score will reflect the degree to which your organisation has clearly demonstrated how well the evaluation criteria below have been met:

No	Criteria
1	Your response includes a clear and comprehensive Implementation Plan that outlines timescales and key activities, including when the service will be fully staffed and operational.
2	Your response demonstrates that the plan is realistic and achievable and will ensure a smooth implementation.
3	The risks are clearly identified in the Risk Log, with 'High, Medium and Low' impact and likelihood and with mitigating actions associated to them;
4	Your response clearly describes robust management of the implementation process, including updating the risk log to ensure timescales and key activities are achieved.

Weighting: This question will be scored out of 5, with a weighting of **20** applied.

Question 4 - List of attachments

[Please enter the file name of any attachment you have included and made reference to in your answer to Question 4 here]

Question 4 – Answer for: Implementation

[Please enter your answer to Question 4 here]

Question 5

Continuous Improvement

Please describe how you will take a continuous improvement approach to an outcomes based model of service?

Please note that your answer must be a **MAXIMUM of 800 words**, excluding any charts or diagrams. The evaluation panel will disregard any text beyond the word limit given for this question, i.e. only the **first** 800 words will be evaluated. No attachments permitted.

Question 5

Evaluation Criteria

Your score will reflect the degree to which your organisation has clearly demonstrated that the evaluation criteria below have been met:

No	Criteria
1	Your response clearly describes how you would measure outcomes and what indicators you would use to determine change.
2	Your response clearly describes realistic methods of engagement with stakeholders, service users and their families/carers to collate information to inform continuous improvement.
3	Your response clearly describes how you will evaluate any service changes made following engagement to ensure that they have been effective and how they could be improved upon further.
4	Your response clearly describes your approach to sourcing other funding streams and how you will use these and other community assets to support the delivery outcomes for individuals.
5	Your response clearly describes your approach to successfully developing this service from a time based commissioning model to an outcomes based commissioning model.

Weighting: This question will be scored out of 5, with a weighting of **10** applied.

Question 5 – Answer to: Continuous Improvement

[Please enter your answer to Question 5 here]

3 Form of Tender

INCORPORATING COLLUSIVE TENDERING CERTIFICATE

To: Somerset County Council, County Hall, Taunton Somerset TA1 4DY

In this certificate, the word "person" includes any persons and anybody or association, corporate or unincorporated; and "any agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not.

Having examined the Competition Documents for the delivery of the prescribed Goods, Services or Works, we offer to carry out the said Goods, Services or Works in conformity, without qualification, therewith for the commercial arrangement as described in these Competition Documents.

We agree that the insertion by us of any conditions qualifying this Bid or any unauthorised alteration to any of the Competition Documents shall not be incorporated into the Contract and may cause the Bid to be rejected.

We agree that this Bid shall remain open to be accepted or not by Somerset County Council (SCC) and shall not be withdrawn for a period of twelve (12) months from the deadline for the receipt of Bids.

Unless and until a formal Contract is prepared and executed, the Bid together with your written acceptance thereof, shall not constitute a binding Contract between us.

We understand you are not bound to accept the lowest Bid or any Bid you may receive and you will not pay any expenses incurred by us in connection with the preparation and submission of this Bid.

We certify that this is a bona fide Bid, and that we have not fixed or adjusted the amount of the Bid by or under or in accordance with any agreement or arrangement with any other person. We also certify that we have not done and we undertake that we will not do at any time during the procurement process or future contract award any of the following acts:

- Communicating to a person (other than the person calling for those Bids) the amount or approximate amount of the proposed Bid, except where the disclosure, in confidence, of the approximate amount of the Bid was necessary

to obtain insurance premium quotations required for the preparation of the Bid;
or

- Entering into any agreement or arrangement with any other person that he shall refrain from Bidding or as to the amount of any Bid to be submitted; or
- Offering or paying or giving or agreeing to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Bid or proposed Bid for the said work any act or thing of the sort described above.
- Canvassing or soliciting any Member, Officer or Employee of Somerset County Council in connection with the preparation, submission and evaluation of this Bid or award or proposed award of the Contract and that to the best of our knowledge and belief, no person employed by us or acting on our behalf has done or will do such an act; or

We confirm that no person or persons who is a Councillor, Officer, Servant or Agent of SCC has any direct or indirect interest in, or connection with, us or this Tender.

We confirm that, prior to submitting our Bid, we have:

- carried out a thorough due diligence exercise in relation to the services the subject of these Competition Documents and have asked SCC all the questions we consider to be relevant for the purpose of establishing whether we are able to provide the said services in accordance with the terms of these Competition Documents;
- we have made our own enquiries as to the accuracy and adequacy of any information supplied to it by or on behalf of SCC, including professional advice on the implications of TUPE

We hereby certify that the information and statements provided in the Bid and this Form of Tender are true to the best of our knowledge and belief

Name*	
Signature*	
Position*	
Date	
Email	
Telephone No	

is duly authorised to sign this Bid and give such certificates for and on behalf of:

Organisation Name	
Address	

Town / City		Postcode	
Signature Date			

Please Note: A hard copy of this document with original signatures may be requested from Applicants at a later date.

* If the signatory is not the actual organisation, the capacity in which he/she signs or is employed.

To be completed and returned with Bid submission. Bids may be disqualified if they are not submitted with this completed schedule.

4 Certificate of Confidentiality

I _____ of _____ (*add in name of organisation*) hereby agree with the Authority on behalf of the organisation that I/we shall not at any time divulge or allow to be divulged to any person any confidential information, relating to information passed to me/us regarding this project.

We accept that these Competition Documents are supplied to us on condition that it is used in connection with the preparation of Bids and for no other purpose.

We acknowledge that the information contained in the Competition Documents is confidential and we will not without the Authority's prior written consent copy, reproduce, distribute or pass to any other party, other than as strictly required by our organisation in order to obtain appropriate professional advice or for the preparation of our Bid. Where information is disclosed in such circumstances then we shall only disclose it where an undertaking in the same terms, as this certificate regarding confidentiality is first obtained in writing from the receiving party.

Signatory Name	
Role in organisation	
Organisation name	
Signature	
Date	

To be completed and returned with Bid submission. Bids may be disqualified if they are not submitted with this completed schedule.

5 Commercially Sensitive Information

I declare that I wish the following information to be designated as Commercially Sensitive.

--

The reason(s) it is considered that this information should be exempt under Freedom of Information Act 2000 is:

--

To be completed and returned with Bid submission. Bids may be disqualified if they are not submitted with this completed schedule. In the event that the Applicant does not wish to declare any information as Commercially Sensitive, they may mark the above box as Not Applicable (N/A)