



Part 4 Award Questionnaire

Contract Reference

TCORP2119

Contract Title

**Torbay Council Standing List for
Lot 2 Approved Social Worker Agency Providers**

Maximum Period of Contract

4 years (from 03 January 2020)

Return Date

Thursday 30 April 2020

Return Time

No later than 12:00 Noon

Return To

**www.supplyingthesouthwest.org.uk
(ProContract)**

Applicant Name

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Division of Standing List into Lots

The original Tender requirements were for a Standing List being divided into 2 Lots, as follows:

Lot 1: Approved Temporary Agency Staff Providers;

Lot 2: Approved Social Worker Agency Staff Providers.

Places were awarded on separate Standing Lists for Lot 1 and for Lot 2.

Please also refer to section 2.4 of Part 1 Information, for further details on the division of Contract into Lots.

PLEASE NOTE: This Retender opportunity is for Lot 2 (Approved Social Worker Agency Providers) only.

Torbay Council will be re-opening the Standing List for Lot 1 (Approved Temporary Agency Staff Providers) at a later date, as due to the current Coronavirus (COVID-19) pandemic, the Council does not currently have the staff resource to open both Lots 1 and 2.

Please confirm below that you are submitting a bid for Lot 2:

Lot 2: Approved Social Worker Agency Providers
Yes / No

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 applicable to Lot 2 Approved Social Worker Agency Providers	Response
1	<p>As per section 3.1 of both Part 2 Specifications, please confirm that your organisation will undertake a new DBS check for the Agency Worker (if it is a requirement of the role) unless the DBS Update Service has been used and that no Agency Worker supplied by your organisation, will commence working for Torbay Council without the DBS being confirmed and in place.</p> <p>Please also confirm that your organisation will cover the costs associated for undertaking a Disclosure and Barring Service check.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No
2	<p>As per Section 3.3 of both Part 2 Specifications, it is a Mandatory requirement of the Contract that Torbay Council will not pay temporary to permanent fees to the Agency Provider, unless (<u>for Lot 2 only</u>) by specific agreement in advance. Please confirm that your organisation is fully compliant with this requirement.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No

3	<p>As per Section 3.6 of both Part 2 Specifications, there may be occasions when Torbay Council has notified the Agency Provider of an anticipated placement for an Agency Worker, but in the event the placement does not materialise (for example because a permanent worker returns to work after sick leave). The Agency Provider will make no charge to Torbay Council, in such a case, where an Agency Worker reports for work, but there is no work to be done. Please confirm that your organisation is fully compliant with this requirement.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No
4	<p>As per Section 3.9 of both Part 2 Specifications, Agency Workers provided from the Standing List of Approved Temporary Agency Staff or Approved Social Worker Agency Providers must be provided in accordance with the Torbay Council Contract Agency Worker Terms and Conditions. It is a mandatory requirement that the Agency Worker is not provided under the Agency Provider's own Terms and Conditions. Please confirm that your organisation is fully compliant with this requirement.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No
5	<p>As per Section 3.10 of both Part 2 Specifications, please confirm that your organisation is fully compliant with all of the Working Practice requirements, as detailed.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No
6	<p>As per Section 3.12 of both Part 2 Specifications, please confirm that your organisation has a Data Protection/Information Governance policy in place and will protect data shared between the Authority and your organisation using an encryption platform such as Egress or Transport Layer Security (TLS).</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No

7	<p>As per Section 3.13 of both Part 2 Specifications, please confirm that your organisation is fully compliant with all of the Agency Provider's Recruitment and Selection Process requirements, as detailed.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No
8	<p>As per Section 3.15 (Agency Worker Induction Supervision and Management) of both Part 2 Specifications, please confirm that for any assignment of one (1) week or more, your organisation (as the Provider), will not charge Torbay Council for the first hour of the assignment, in order that the required on-site induction can be carried out. This will only apply to new Agency Workers assigned to Torbay Council for the first time, or if an Agency Worker is assigned to a different building or an assignment in another location.</p> <p>Please also confirm that the assigned Agency Worker will be paid for their time.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No
9	<p>As per Section 3.15 (Agency Worker Induction Supervision and Management) of both Part 2 Specifications, please confirm that for each new placement, the Agency Worker will undergo a full induction by your organisation before they begin their assignment, covering all of the requirements, as detailed, within Section 3.15.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No
10	<p>As per Section 3.16 (Training) of both Part 2 Specifications, please confirm that your organisation will provide training and updates for your Agency Workers on commonly used software packages such as Microsoft Office, to include Word, Excel, PowerPoint and Outlook and that you will meet the cost of this training if it is required.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No
11	<p>As per Section 3.19 (Placement Terminated) of both Part 2 Specifications, please confirm your organisation's</p>	Yes/No

	<p>understanding and agreement, that if an Agency Worker swaps to a different Agency, the booking (with the Council) is automatically terminated.</p> <p>Additionally, if the agency worker chooses to be represented by an alternative agency who supplies to Torbay Council, within this Standing List Agreement, there will be no fee charged to the Council, in relation to introductory or cancellation fees.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	
12	<p>As per Section 3.19 of both Part 2 Specifications, please confirm that the Agency worker will be responsible for all equipment issued and that your organisation (as the Provider), will be charged by the Authority, for any equipment lost/not returned or damaged.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No
13	<p>As per Section 3.20 (Timesheets, Pay and Expenses) of both Part 2 Specifications, Please confirm that any Agency Worker supplied for Torbay Council, will be provided with a weekly timesheet and payslip, by your organisation and will also receive payslips detailing their gross and net pay, holiday entitlement and details of any deductions.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No
14	<p>As per Section 3.23 of both Part 2 Specifications, Please confirm that your organisation is fully compliant with all of the Agency Provider's Responsibilities, as detailed.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No
15	<p>As per Section 5.1 (Safer Recruitment) of both Part 2 Specifications, Please confirm that your organisation is fully compliant with all of the requirements, as detailed.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No

Question Number	Questions applicable to Lot 2 Approved Social Worker Agency Providers	Response
16	<p>As per Section 3.2 (Professional Registrations) of Part 2 Specification (for Lot 2), please confirm that your organisation will provide proof to the Council, of professional membership registration (HCPC Registration) and status to the appropriate professional body.</p>	Yes/No
17	<p>As per Section 3.4 of Part 2 Specification (for Lot 2), It is a mandatory requirement of the Contract that Torbay Council will not pay Introductory fees to the Agency Provider, unless by specific agreement in advance. Please confirm that your organisation is fully compliant with this requirement.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No
18	<p>Please confirm that your organisation will send a usage report at regular monthly intervals when an Agency Worker is placed with the Authority. Please refer to Appendix J - Torbay Council AWR DBS Monthly Report.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No
19	<p>As per Section 3.19 of Part 2 Specification (for Lot 2), please confirm that your organisation (as the Provider), will jointly ensure with the Authority, that an Agency Worker completes all planned work to a satisfactory level, before a placement is due to end, if advance notice is given, or a set end date is known.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No
20	<p>As per Section 3.24 of Part 2 Specification (for Lot 2) and Part 5 Pricing Lot 2 Pricing Schedule, Torbay Council Children's Services have signed a regional Memorandum of Co-operation (MoC). Therefore please confirm that your organisation agrees to be paid in accordance with the MoC rates, for the role in question.</p> <p>Minimum Requirement: That the applicant answers Yes to all of the above requirements.</p>	Yes/No

Section B. Technical Questions Lot 2 only

Applicants are required to submit their responses to the following Technical Questions. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient detail to demonstrate delivery of the Council's minimum requirements, as defined within Part 2 Specification.

Responses must be relevant to the question and be appropriate in length. Supporting information may be submitted, provided that it is clearly referenced in the question to which it relates and appended to the main submission.

The evaluation of the response will not go beyond the word limit that has been set, if applicable.

Technical Question Number	Technical Question	% Score / Weighting
1	<p>Recruitment and Selection Process</p> <p>The Applicant shall provide details on how it will conduct and manage the recruitment, selection and training procedures specifically for professional roles (as detailed within sections 3.13 and 3.16 of Part 2 Specification for Lot 2 – Approved Social Worker Agency Providers), explaining its approach to the following:</p> <ul style="list-style-type: none"> • How it will recruit and select, including covering safer recruitment • How it will take up references and ensure validity of all documentation • How it will manage the pre-assignment verification and checks requirements • How it assesses the skills of Agency Workers. <p>Recruiting suitably experienced and qualified Social Workers with an excellent track record of performance can be difficult in this market due to high demand. How will your Organisation ensure that you are able to recruit the highest calibre of worker?</p> <p>Word Limit: 3,000 words (in font Arial 12)</p>	15%
<p>Response:</p>		

2	<p>Data Protection</p> <p>The Applicant shall provide details on how they comply with their requirements under Data Protection legislation and set out how they will securely manage the Authority's account, explaining its approach to the following:</p> <ul style="list-style-type: none"> • Confidentiality - information remains accessible only to authorised individuals. • Integrity - information is protected from unauthorised changes to protect the accuracy and completeness of information • Availability - authorised users have access to relevant information when required. • Data cleansing – approach to cleansing data no longer required to keep. <p>Word Limit: 850 words (in font Arial 12)</p>	10%
Response:		
3	<p>Process for Requesting, Selecting and Booking an Agency Worker</p> <p>The Applicant shall detail how it will manage the process ((in line with the requirements of section 3.7 and 3.13 of Part 2 Specification for Lot 2 – Approved Social Worker Agency Providers), explaining its approach to the following:</p> <ul style="list-style-type: none"> • Communication and checking with Torbay Council's Children's Services, prior to the placement: <ul style="list-style-type: none"> a. Where the Agency Worker has previously been an employee of Torbay Council and has left within the last two years on grounds of early retirement and/or redundancy; b. An ex-employee of Torbay Council who has been fairly dismissed under the Authority's disciplinary or capability procedures or on the grounds of absence, or where proposed work to be carried out by the Agency Worker is the same, or very similar to that from which they were dismissed; 	12%

	<p>c. An existing Torbay Council employee who is currently working more than sixteen hours per week. How it will ensure that the Agency Worker provided is appropriate for the particular placement.</p> <ul style="list-style-type: none"> • How it will ensure that the Agency Worker provided is appropriate for the particular placement. • How it will ensure that the correct information is provided throughout the process. • Demonstrate understanding of Torbay processes. • Right to Represent (RTR) • Ensure commitment of applicants. • Understanding of location. <p>Word Limit: 1,000 words (in font Arial 12)</p>	
Response:		
4	<p>Agency Worker Induction, Supervision and Management</p> <p>The Applicant shall detail its proposals regarding how it will manage the performance of the Agency Worker (in line with the requirements of section 3.15 of Part 2 Specification for Lot 2 – Approved Social Worker Agency Providers), explaining its approach to the following:</p> <ul style="list-style-type: none"> • How it will ensure that the Agency Worker will provide a good quality service to facilitate the requirements of the placement; • How it will ensure that the Agency Worker conducts themselves in accordance with the relevant legislation; • What robust procedures will be in place to manage the performance of the Agency Workers. • How it will review procedures and have regular contact with the Agency Worker and Authority. <p>Word Limit 2,000 words (in font Arial 12)</p>	12%
Response:		

5	<p>Timesheets Pay and Expenses/Absence and Holiday/Invoicing</p> <p>The Applicant shall detail how it will manage the timesheets Pay and Expenses and Absence and holiday procedures (in line with the requirements of sections 3.17 and 3.20 of Part 2 Specification for Lot 2 – Approved Social Worker Agency Providers), explaining its approach to the following:</p> <ul style="list-style-type: none"> • How it will ensure that the Agency Workers are paid the amounts due and at the right times. • How it will ensure that the Agency Workers are compensated for their travel and other expenses that they might incur whilst providing their placement. • How it will calculate and ensure that Agency Workers receive their leave entitlement. • How it will resolve any discrepancies with pay. • How it will ensure invoicing requirements are met. • How it will comply with Umbrella Companies, IR35 regulations and compliance audits. <p>Word Limit: 1000 words (in font Arial 12)</p>	10%
<p>Response:</p>		
6	<p>Performance Management</p> <p>The Applicant shall detail its approach to Performance Management (in line with the requirements of 3.18 of Part 2 Specification for Lot 2 – Approved Social Worker Agency Providers), explaining its approach to the following:</p> <ul style="list-style-type: none"> • On-the-job performance assessment of the Agency Worker. • In the event that an Agency Worker does not meet Torbay Council requirements. • Arranging for a suitable replacement to take over the placement as soon as is practicable. <p>Word Limit: 1,000 words (in font Arial 12)</p>	12%
<p>Response:</p>		

7	<p>Termination of Placements</p> <p>The Applicant shall detail how it will manage the termination of placements (in line with the requirements of 3.19 of Part 2 Specification for Lot 2 – Approved Social Worker Agency Providers), explaining its approach to the following:</p> <ul style="list-style-type: none"> • How it will ensure the booking is automatically terminated if an Agency worker swaps to a different Agency; • Occasions when it is not possible to give advance notice of termination of a placement, that it will withdraw a temporary worker immediately if required; • A charge to the Agency Provider will be made for any lost/damaged/unreturned equipment at the end of the placement; • The Agency Worker must complete all planned work to a satisfactory level and not be allowed to finish off or complete work after the placement has ended. <p>Word Limit: 1,000 words (in font Arial 12)</p>	10%
Response:		
8	<p>Health and Safety and Welfare</p> <p>The Applicant shall detail how it will manage Health and Safety and Welfare (in line with the requirements of 3.21 of Part 2 Specification for Lot 2 – Approved Social Worker Agency Providers), explaining its approach to the following:</p> <ul style="list-style-type: none"> • Ensuring appropriate risk assessment are conducted and provided all necessary PPE; • Removal of an Agency Worker who refuses to comply with guidelines and/or legislation from site and providing a suitable replacement Agency Worker (if required); 	9%

	<ul style="list-style-type: none"> Ensuring Agency Workers have the appropriate knowledge, skills and experience to carry out the work involved without risk; Display Screen Equipment Regulations. <p>Word limit: 1,000 (in font Arial 12)</p>	
Response:		
9	<p>Contract Management</p> <p>The Applicant shall detail its proposed contract management procedures (in line with the requirements of section 4 of Part 2 Specification for Lot 2 – Approved Social Worker Agency Providers), explaining its approach to the following:</p> <ul style="list-style-type: none"> Account management roles and responsibilities, detailing the individuals that it proposes will be working on this Contract, where possible; Its contingency procedures in the event that a proposed account or contract manager is unavailable; Its succession planning procedures in the event that a proposed account or contract manager leaves the role or organisation; Its approach to the Corrective Action requirements of the Council, as detailed within section 4.2; Whether and what responsibilities the Contracting Authority should take to enable a successful contract management. <p>Word Limit: 1,200 words (in font Arial 12)</p>	10%
Response:		