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**Guidance and Response Document for Tender**

**Care at Home and in the Community for Children & Young People**

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1. **SUBMISSION CHECKLIST**

Tenderers should read all the documents forming this Invitation to Tender carefully. The table below provides details of all the documents, which must be completed, signed and included in the Tenderers Final submission:

|  |  |  |  |
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| **Action Point** | **Action** | **Document Reference** | **Completed and Signed** |
| 1 | **Form of Tender** - completed and signed | **Section 8 of ITT** |  |
| 2 | **Certificate of Non-Collusion, Non-Canvassing Certificate and Conflict of Interest Certificate** - completed and signed | **Section 9 of ITT** |  |
| 3 | **Offences Certificate** - completed and signed | **Section 10 of ITT** |  |
| 5 | **Confidentiality Undertaking** – completed and signed | **Section 11 of ITT** |  |
| 7 | **Price Schedule/Financial Implications Responses** | **Section 7 of ITT *(Appendix D)*** |  |
| 8 | **Method Statements/Delivery Proposals** | **Part 3 of this document** |  |
| 9 | **Organisational information**  Tenderers must confirm that all the details they provided in the SQ are still valid. If any information provided in the SQ has changed Tenderers are obliged to provide the Council with details of these changes (including copies of accounts which have been published, details of any changes to ownership and changes to any other information) in Part 5 of this document.  In the event that the Council becomes aware that a Tenderer does not qualify under the minimum requirements set out in the SQ, as a result of these amendments, then that Tenderer shall be disqualified and shall not be considered further. | **Part 5 of this document** |  |

1. **Guidance and Instructions FOR TENDER** 
   1. The quality and price evaluation process requires Tenderers to produce a response to each of the questions listed in Parts 3 and 4 of this document, and; if any information has changed since the SQ was submitted, to provide details of this in Part 5. These responses relate to the Service Specification for the Southwark Children and Young People Care at Home service the Council is seeking to procure in line with the Framework Agreement (see Section 4 of the ITT document).
   2. Tenderers must ensure every response incorporates the aims, vision and outcomes for this Project as detailed in Service Specification and the Framework Agreement (Section 4 of the ITT document) and other documentation in this Tender Pack.
   3. Tenderers must ensure that they respond to all questions fully. Tenderers should not assume that the Council knows their company and/or their capabilities. Evaluation will be based on what is written in the submission.
   4. Some questions are made up of several parts. Tenderers must respond to each part of the question in full.
   5. Tenderers must ensure that they provide in their proposal examples of their knowledge and skills, using examples where appropriate. Tenderers need to provide enough information for the evaluators to judge their suitability to provide the contract for the Children and Young People Care at Home service.
   6. Once Tenderers have completed all questions, they must read through them again to check that the answers are accurate and that they have answered each question as fully as possible. It is suggested that Tenderers use the list of questions as a reference, ticking off each topic as they read through their answers, which will help ensure all questions are answered. Please note that some questions include specific areas that Tenderers should address in their answers and Tenderers shall be evaluated on this basis.
   7. Please contact the Council through ProContract3, the Council’s e-procurement portal, to clarify any points that are unclear as detailed in Section 1 Invitation to Tender.
2. **METHOD STATEMENT Response/DELIVERY PROPOSALS (40%)**

**INTRODUCTION**

1. Tenderers are required to submit method statements demonstrating how specific elements of the service, as defined in the Service Specification and Terms and Conditions, will be delivered.
2. Tenderers are required to submit a response to all questions using this response template. Failure to do this may result in a response not being taken into account.
3. Before submitting the method statements, Tenderers should ensure that they have:
   * 1. Answered all questions in the space provided within the Method Statement Response Template. If it is not clear to which method statement any part of their response relates to, a score may not be awarded.
     2. Ensured that they have answered questions within the maximum word limit allocation stated for each method statement. Tenderers may make use of supporting documents (appendices to questions etc.) only where truly relevant and appropriate. Any appendix that is judged to be essentially the continuation of a question, and therefore a circumvention of the word limit, will be rejected and ignored.
     3. Enclosed all relevant documents and clearly referenced them to correspond with the method statement(s) and any sub-section(s) to which they relate.
4. Tenderers may make use of supporting documents (appendices to questions etc.) only where truly relevant and appropriate. Any appendix that the Commissioner judges to be essentially the continuation of a question response, and therefore a circumvention of the word limit, will be rejected and ignored.
5. Each method statement response will be scored between 0 and 5 as follows:

|  |  |  |
| --- | --- | --- |
| **Assessment** | **Score** | **Interpretation** |
| Excellent response | 5 | Demonstration by the potential supplier of exceptional level of ability, understanding, experience, skills, resource, and quality measures required to provide the Services. Response identifies factors that will offer potential added value, with very good evidence to support the response. |
| Good response | 4 | Demonstration by the potential supplier of a good level of ability, understanding, experience, skills, resource and quality measures required to provide the Services. Response identifies factors that may offer potential added value, with good evidence to support the response. |
| Satisfactory response | 3 | Demonstration by the potential supplier of satisfactory level of ability, understanding, experience, skills, resource and quality measures required to provide the Services, with sufficient evidence to support the response. |
| Less than satisfactory response | 2 | Some minor reservations of the potential supplier’s relevant ability, understanding, experience, skills, resource and quality measures required to provide the Services with insufficient evidence to support the response. |
| Poor response | 1 | Some serious reservations of the potential supplier’s relevant ability, understanding, experience, skills, resource and quality measures required to provide the Services, with no evidence to support the response. |
| Unacceptable or no response given | 0 | Does not comply and/or insufficient information provided to demonstrate that the potential supplier has the ability, understanding, experience, skills, resource and quality measures required to provide the Services |

**Table 1: Qualitative Evaluation Final Tender – Method Statements**

Tenderers method statement responses shall be evaluated in line with the following criteria:

|  |  |
| --- | --- |
| **Method Statement** | **Weighting** |
| 1. Service Delivery | 50% |
| 1. Workforce | 20% |
| 1. User Experience | 15% |
| 1. Partnership Working | 5% |
| 1. Mobilisation | 5% |
| 1. Social Value | 5% |
| **Total** | **100%** |

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| --- | --- | --- | --- | --- | --- |
| **METHOD STATEMENT**  **WEIGHTING: 40 POINTS** | | | | | |
| **No.** | **Method Statement 1 – Service Outcomes (50%)**  The Children and Young People (CYP) Care At Home service requires an outcome-focused, person centred approach, recognising that each individual is unique with different needs that may vary over time. | **Sub Weighting** | | **Minimum score** | **A4 Sides**  **(max.)** |
| **1a** | **Service Delivery**  Please outline your proposed service delivery model in accordance with the specification.  Your response should include, but not be limited to:   * Approach to new service user referrals * Delivery of the service model * Themes highlighted within user feedback | **25%** | | **3** | **3** |
| **Response:** | | | | | |
| **1b** | **Service Outcomes**  Please outline how you will ensure service outcomes are successfully delivered, including how the service will be responsive to those with complex needs    Your response should demonstrate your understanding of complex needs, and include, but not be limited to:   * Service user safeguarding * Outcome focused care for children and young people with challenging behaviour * Outcome focused care for children and young people with a diagnosis of ASD | | **25%** | **3** | **3** |
| **Response:** | | | | | |
| **No.** | **Method Statement 2 – Workforce (20%)** | | **Sub Weighting** | **Minimum score** | **A4 Sides**  **(max.)** |
| **2a** | **Time and Resource**  How will you provide leadership to ensure service outcomes are optimally delivered?  Your response should include, but not be limited to:   * Managing and rostering of staff * Recruitment * Training- including relating to children and young people with complex needs including challenging behaviour and autism * An Organisation Chart | | **20%** | **3** | **2** |
| **Response:** | | | | | |
| **No.** | **Method Statement 3 – User Experience (15%)** | | **Sub Weighting** | **Minimum score** | **A4 Sides**  **(max.)** |
| **3a** | **Continuity of Care**  How will you ensure continuity of care?  Your response should include, but not be limited to:   * Service users having the same care worker/s * Care worker cover for weekends, bank holidays, sickness absence and school holidays * If a replacement care worker is required, how will you ensure the care worker knows what is important to the CYP/family- and what life is like for them? | | **5%** | **3** | **2** |
| **Response:** | | | | | |
| **3b** | **Person-centred Approach**  Considering the below case study, how do you ensure children, young people and families users receive a person/family -centred, strength-based approach?  How will you ensure care workers work with CYP and families to achieve the best ability, whatever the level of ability for the child or young person?  *Mel is a 6 year old girl who lives in Bermondsey with her mum and 3 brothers. She goes to school at Cherry Tree Gardens and attends full time. She is eligible for transport to and from school.*  *Mel has a diagnosis of Rett Syndrome and symptoms for her include poor coordination, and repetitive movements. She also has a history of seizures. Mel has very limited language and communication skills, but will sometimes point to indicate her preference for something.*  *Mel can walk at home, she cannot manage stairs and has a wheelchair which is available for outdoor but she cannot tolerate sitting in it for very long.*  *She also has severe eczema, and may pick at her skin when she is anxious.*  *The property has been adapted, with the bath removed as Mel likes to turn on taps, finds playing in water very enjoyable.*  *Mum also has a long term health conditions which fluctuate and is sometimes weak/unwell.*  *One of Mel’s brothers is in the process of diagnostic testing for ASD. Mel does not have very much interaction/communication with either or her brothers.*  *Mel likes animals and often carries plastic animals. She likes to make loud noises, but does not like hearing loud noises. She is attracted to sparkly items.*  *Mel receives a visit each day from her regular carer worker*  *It is approaching the end of the school term and mum has requested an increase in care and support over the summer holidays, and this has gone to panel and has been increased to 14 hours per week for 6 weeks. Mum is worried about the change in routine as Mel has a very positive experience at school.* | | **10%** | **3** | **2** |
| **Response:** | | | | | |

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| **No.** | **Method Statement 4 – Partnership working (5%)** | **Sub Weighting** | **Minimum score** | **A4 Sides**  **(max.)** |
| **4a** | **Partnership Working**  Please detail how you will work collaboratively with the statutory services and other care providers in an area? | **5%** | **2** | **1** |
| **Response:** | | | | |
| **No.** | **Method Statement 5 – Mobilisation (5%)** | **Sub Weighting** | **Minimum score** | **A4 Sides**  **(max.)** |
| **5a** | **Mobilisation**  Please outline your mobilisation plan, referencing your infrastructure and capacity, as well as how you will mitigate any potential issues/challenges that may arise?  Your response should include, but not be limited to:   * Risk logs * Indicative timescales | **5%** | **2** | **2 (excl. Gantt charts)** |
| **Response:** | | | | |
| **No.** | **Method Statement 6 – Social Value (5%)** | **Sub Weighting** | **Minimum score** | **A4 Sides**  **(max.)** |
| **6a** | **Social Value**  Please outline how your organisation will add social value throughout the duration of the contract.  Your response should include, but not be limited to:   * Raising living standard of local residents * Participation and citizen engagement * Environmental sustainability * How compliance with the Ethical Care Charter will be evidenced including paying staff the London Living Wage (LLW) | **5%** | **2** | **1** |
| **Response:** | | | | |

1. **price schedule Response (60%)**

Tenderers are required to fill in Appendix D - Price Schedule. There will be a floor rate of **£17.30** per hour and a ceiling rate of **£18.20** per hour. The total price per hour for delivering the Children and Young People Care at Home service will then be included in the price evaluation to obtain a score as per the scoring methodology outlined in Section 6 of the ITT – Evaluation Criteria and below.

The price provided by Tenderers shall be fixed for the duration of the Framework Agreement (up to 4 years), however the price will be adjusted to accommodate any increases to the London Living Wage (LLW) and “on costs” at 37% of its increase.

**Price Evaluation**

The lowest rate will be awarded a score of 100. All other bids will be scored using the formula:

Bid’s Score = 100 x (lowest acceptable rate)

Example:

Bid A £**29**/hour

Bid B £**32**/hour

Bid C £**35**/hour

The score for each bid is:

Bid A = 100 x 29/**29** = 100

Bid B = 100 x 29/**32** = 90.63

Bid C = 100 x 29/**35** = 82.86

The scores will be rounded up to two decimal places then converted to the weighted scores attributable for that cost element as shown below:

Example scores:

Bid A = score of 100 x 60% (Hourly Rate weighting) = 60.00 (weighted score).

Bid B = score of 90.6 x 60% (Hourly Rate weighting) = 54.38 (weighted score).

Bid C = score of 82.8 x 60% (Hourly Rate weighting) = 49.68 (weighted score).

**The Tenderer who scored the highest in the price evaluation is Tenderer A.**

1. **SQ CONFIRMATION**

Tenderers must confirm that all the details they provided in the SQ are still valid in the Form of Tender included in this document. If any information provided in the SQ has changed Tenderers are obliged to provide the Council with details of these changes in the box below (including copies of accounts which have been published, details of any changes to ownership and changes to any other information).

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In the event that the Council becomes aware that a Tenderer does not qualify under the minimum requirements set out in the SQ as a result of these amendments, then that Tenderer shall be disqualified and shall not be considered further.