

Tameside Metropolitan Borough Council

PART 2 - Tender Response

Support at Home Service

# Chest Reference: DN632408

# STAR Reference: 10854

# Contract Period: (from 01 June 2023 and to 31 May 2029)

*Friday 09 September 2022*

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Please read this entire document before completing your response.

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| FORM OF TENDER |

* 1. FORM OF TENDER
     1. Tender for Support at Home Service - Homecare
     2. To: Tameside Metropolitan Borough Council
     3. I/We the undersigned, having examined and understood your Instructions for Tendering; Supplier Questionnaire; Response Document; and Appendices (the “Tender Document”) hereby tender for the supply of Tender for Support at Home Service in the Metropolitan Borough of Tameside
     4. In the event of acceptance of this tender, I/We agree to execute within 15 days of request a formal written Contract Agreement, to be prepared by the Council and comprising the Tender Document, including my/our tender responses. Until and unless such an agreement is executed, your written acceptance together with the above documents will constitute the contract between us.
     5. I/We understand that you may accept more than one (1) tender; you may accept a tender(s) in whole, in part or may not accept any tender whatsoever. No Bidder will be reimbursed for any costs incurred in submitting a tender
     6. I/We agree that my/our tender shall be submitted on the preconditions stipulated in the Instructions for Tendering.
     7. I/We agree that this tender, without modification, shall remain open for acceptance by the Council for a period of three (3) months from the date stated for delivery or receipt of tenders.
     8. I/We confirm that the information supplied to the Council and forming part of this Tender including (for the avoidance of doubt) any information supplied to the Council as part of my/our initial expression of interest in tendering, was true when made and remains true and accurate in all respects. I/We confirm and undertake that if any of such information becomes untrue or misleading that I/we shall notify you immediately and update such information as required.

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| ANTI-COLLUSION CERTIFICATE |

* 1. ANTI-COLLUSION CERTIFICATE
     1. As a public body it is important that the Council receives genuine competitive offers from Bidders, and that all Bidders act in a manner that is honest and reflects best practices. Bidders are therefore required to sign this document to certify that they have not and will not undertake any acts of canvassing or collusion.
  2. STATEMENT OF NON-CANVASSING:
     1. I/we hereby certify that I/we have not canvassed any member, director, employee or adviser of the Council in connection with this Tender and the proposed award of the Contract by the Council; and that no person employed by me/us or acting on my/our behalf, or advising me/us, has done any such act.
     2. I/we further hereby undertake that I/we will not canvass any member, director, employee or adviser of the Council in connection with this Tender and the proposed award of the Contract and that no person employed by me/us or acting on my behalf, or advising me/us, will do any such act. I/we agree that the Council may, in consideration of this bid, and in any subsequent actions, rely upon the statements made in this Certificate.
  3. STATEMENT OF NON-COLLUSION:
     1. The essence of the public procurement process for selective tendering for the Contract is that the Council shall receive bona fide competitive Tenders from all Bidders.
     2. In recognition of this principle, I/we hereby certify that this is a bona fide offer, intended to be competitive, and that I/we have not fixed or adjusted the amount of the offer or the price in accordance with any agreement or arrangement with any person (except any sub-contractor identified in this offer).
     3. I/we also certify that I/we have not done, and that I/we will not do, at any time during the tender process or in the event of my/our tender being successful while the resulting Contract is in force, any of the following acts:
        1. enter into any agreement or agreements with any other person that they shall refrain from tendering to the Council or as to the amount of any offer submitted by them; or
        2. inform any person, other than the Council of the details of the Tender or the amount or the approximate amount of my/our offer except where the disclosure was in confidence and was essential to obtain insurance premium quotations required for the preparation of the Tender; or
        3. cause or induce any person to enter into such an agreement as is mentioned in paragraph 1 and 2 above or to inform us of the amount or the approximate amount of any rival Tender for the Contract; or
        4. commit any offence under the Public Bodies Corrupt Practices Act 1889, the Prevention of Corruption Acts 1889 to 1916 nor under Section 117 of the Local Government Act 1972; or
        5. offer to agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for causing or having caused to be done in relation to any other Tender or proposed Tender for the performance of the Project covered by the Tender any act or omission
     4. In this Certificate, the word ’person’ includes any person, body or association, corporate or incorporate and ‘agreement’ includes any arrangement whether formal or informal and whether legally binding or not.

2.3.5 I/we agree that the Council may, in its consideration of the offer, and in any subsequent actions, rely upon the statements made in this Certificate.

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| FREEDOM OF INFORMATION SCHEDULE |

* 1. FREEDOM OF INFORMATION SCHEDULE
     1. Commercially sensitive documents not for disclosure to third parties under the Freedom of Information Act 2000 (FOI) or Environmental Information Regulations 2004 (EIR)

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| NAME OF ORGANISATION |  |

* + 1. The authority may be obliged to disclose information in or relating to this Tender exercise following a request for information under the FOI or EIR. Therefore, please outline in the table below items which you consider are confidential and genuinely commercially sensitive and which are not for disclosure in respect of your application

|  |  |  |  |
| --- | --- | --- | --- |
| Information / Document | Part & Page Number | Reason(s) for non-disclosure (cite exemption(s) to be considered) | Duration of Confidentiality |
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* + 1. The applicant acknowledges that the commercially sensitive information listed in this schedule is of indicative value only and the authority may be obliged to disclose it pursuant to a request under the FOI or EIR
    2. The authority shall act reasonably and use its discretion when making a decision to release or withhold information pertaining to the above if it is requested. By indicating what information you believe to be commercially sensitive the Council will consider your views however the authority will make the final decision to disclose information or not
    3. PLEASE NOTE:

This correspondence will be kept for consideration, should a request for information under the Freedom of Information Act 2000 or Environmental Information Regulations 2004 be received. This document can be destroyed in line with the retention and destruction schedule

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| QUALITY ASSESSMENT QUESTIONS |

4.1 Please indicate your preferred contract, should your submission be successful, using the scoring 1 to 5 where 1 is your preferred contract and 5 being your least. If there are contracts(s) which you do not want to be considered you can indicate this, but please be aware that if your preferred contract has been awarded to another provider this may discount you from being awarded a contract (depending on your assessed quality score and ranking position).

4.2 In awarding the contracts, the Council will take into account your preference, but the final award decision will the Council’s.

|  |  |
| --- | --- |
| Contract Area | Please select (1 to 5) |
| North – Ashton area |  |
| East – Mossley, Stalybridge, & Dukinfield areas |  |
| South – Hyde area |  |
| West – Denton, Audenshaw & Droylsden |  |
| Extra Care |  |

|  |  |
| --- | --- |
|  | Question 1: Partnership Working (15% Weighting)  With reference to examples from your practice, how will you develop and contribute to effective partnership working with your neighbourhood team (or teams with regard the extra care contract)?  Amongst other things, please consider:   * The challenges/opportunities * Clear and timely communication * A sense of mutual trust and reciprocity * Solution-focussed approach   (750 max no of words  Embedded videos/Images/links not permitted and word counts should be inclusive of any additional documents/diagrams) |
| Response |

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| --- | --- |
|  | Question 2: Blended Roles (10% Weighting)  The blended roles approach, underway in Tameside, facilitates close collaborative working between providers and district nurses and entails the delegation of low level health care tasks to home care workers.   1. What do you see as the opportunities and benefits of this approach? 2. In terms of challenges, how will you address these?   (750 max no of words Embedded videos/Images/links not permitted and word counts should be inclusive of any additional documents/diagrams) |
| Response |

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|  | Question 3: Workforce (10% Weighting)  As a social care provider, we know you face particular challenges recruiting, inducting and retaining staff.  What is your organisation’s approach to recruiting and retaining great staff?  (750 max no of words Embedded videos/Images/links not permitted and word counts should be inclusive of any additional documents/diagrams) |
| Response |

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|  | Question 4: Person and Community Centred Approach (20% Weighting)  Both the community contracts and the extra care provision will entail working with busy, pressurised hospital and neighbourhood teams. Demonstrate how you will deliver person and community centred support in the context of the many demands facing support at home and how you will meet the practical challenges and sometimes competing demands, inherent in:   * Picking up and facilitating packages of care in a timely manner * Ensuring the support you provide, is safe, practical, reliable and promotes positive risk taking * Co-producing support that recognises the importance of interdependence alongside independence * Reviewing and flexing the support people need * Ensuring a degree of resilience in your workforce   (1500 max no of words Embedded videos/Images/links not permitted and word counts should be inclusive of any additional documents/diagrams) |
| Response |

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| --- | --- |
|  | Question 5: Technology (10% Weighting)  Technology is, increasingly, part of the support at home offer.   1. How will having your staff championing and facilitating digital inclusion help the people you support? 2. How will you ensure digital wellbeing is part of your approach to supporting people to live well at home? 3. What is your organisation’s approach to using and engaging with new and emerging digital and assistive technologies?   (750 max no of words Embedded videos/Images/links not permitted and word counts should be inclusive of any additional documents/diagrams) |
| Response |

|  |  |
| --- | --- |
|  | Question 6: Coproduced support (15% Weighting)  What do you consider to be the benefits of coproducing support with service users? In your response, please consider, amongst other points;   * Meeting outcomes from a strengths-based perspective * Encouraging resilience and self-care * Accessing unpaid support in local neighbourhoods and communities * How will you support people who are socially isolated to reconnect with their local community?   (1000 max no of words Embedded videos/Images/links not permitted and word counts should be inclusive of any additional documents/diagrams) |
| Response |

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| --- | --- |
|  | Question 7: Development (10% Weighting) – This question relates to Home Care Only  As outlined in Schedule 8, Clause 2 of the service specification, we are looking to adopt a new block payment model based on the number of hour’s care workers are paid to provide care and support, fully incorporating travel time and rest breaks and paid on a shift basis.  How will you utilise such an approach to embed more localised, ‘patch-based’ provision based around walking rounds and coproduced, person and community centred support that enables people to choose when, where, how and who supports them, within the available resources?  (1000 max no of words Embedded videos/Images/links not permitted and word counts should be inclusive of any additional documents/diagrams) |
| Response |
| 4.8 | Question 8: Support and Demand (10% Weighting) – This question relates to Extra Care Only  Tell us how your organisation will, on the Extra Care contract, undertake to:   * Manage demand and workforce issues over four – eventually five - settings * Support people with a range of, often fluctuating, needs * Support people to meet their identified outcomes * Work with the housing provider   (1000 max no of words Embedded videos/Images/links not permitted and word counts should be inclusive of any additional documents/diagrams) |
| Response |

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| 5. PRIORITY ACCOUNT SERVICE |

Priority Account Service Questionnaire

5.1 Please confirm that you have read and understood the Priority Account Service guidance in the ITT documentation, and that you understand your willingness (or not) to participate in Priority Account Service may impact the evaluation of this tender, by writing the word “yes” in the box below:

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| --- |
|  |

5.2 In the section below, select one of the two options by placing an “X” in the right hand column, and for option 1 please also state the rebate rate that you are offering by placing an “X” below the rebate being offered.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | | | | |  |
| Option 1  Supplier confirms its participation in the Priority Account Service on the terms of the Supplier Participation Agreement.  Please select the rebate you are offering for payment of invoices on the target payment date in accordance with the relevant rebate table on the next page: | | | | | |  |
|  | 0.5% | 1.0% | 1.25% | 1.5% | 2.0% |
|  |  |  |  |  |  |
|  | | | | | |  |
| Option 2  Supplier confirms it will not participate in the Priority Account Service. | | | | | |  |

Rebates will be deducted and retained by the contracting Authority.

Daily Rebate Schedule for Goods/Services Contracts

TABLE 1

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Number of days elapsed between the Calculation Trigger Date and the Invoice Payment Date | % of the amount owed that may be deducted and retained by the authority as the Rebate: (rebates based on target payment day 10) | | | | |
| 0 – Maximum rebate | 0.75% | 1.50% | 1.88% | 2.25% | 3.00% |
| 1 | 0.73% | 1.45% | 1.81% | 2.18% | 2.90% |
| 2 | 0.70% | 1.40% | 1.75% | 2.10% | 2.80% |
| 3 | 0.68% | 1.35% | 1.69% | 2.03% | 2.70% |
| 4 | 0.65% | 1.30% | 1.63% | 1.95% | 2.60% |
| 5 | 0.63% | 1.25% | 1.56% | 1.88% | 2.50% |
| 6 | 0.60% | 1.20% | 1.50% | 1.80% | 2.40% |
| 7 | 0.58% | 1.15% | 1.44% | 1.73% | 2.30% |
| 8 | 0.55% | 1.10% | 1.38% | 1.65% | 2.20% |
| 9 | 0.53% | 1.05% | 1.31% | 1.58% | 2.10% |
| 10 – Target Payment Date | 0.50% | 1.00% | 1.25% | 1.50% | 2.00% |
| 11 | 0.48% | 0.95% | 1.19% | 1.43% | 1.90% |
| 12 | 0.45% | 0.90% | 1.13% | 1.35% | 1.80% |
| 13 | 0.43% | 0.85% | 1.06% | 1.28% | 1.70% |
| 14 | 0.40% | 0.80% | 1.00% | 1.20% | 1.60% |
| 15 | 0.38% | 0.75% | 0.94% | 1.13% | 1.50% |
| 16 | 0.35% | 0.70% | 0.88% | 1.05% | 1.40% |
| 17 | 0.33% | 0.65% | 0.81% | 0.98% | 1.30% |
| 18 | 0.30% | 0.60% | 0.75% | 0.90% | 1.20% |
| 19 | 0.28% | 0.55% | 0.69% | 0.83% | 1.10% |
| 20 | 0.25% | 0.50% | 0.63% | 0.75% | 1.00% |
| 21 | 0.23% | 0.45% | 0.56% | 0.68% | 0.90% |
| 22 | 0.20% | 0.40% | 0.50% | 0.60% | 0.80% |
| 23 | 0.18% | 0.35% | 0.44% | 0.53% | 0.70% |
| 24 | 0.15% | 0.30% | 0.38% | 0.45% | 0.60% |
| 25 | 0.13% | 0.25% | 0.31% | 0.38% | 0.50% |
| 26 | 0.10% | 0.20% | 0.25% | 0.30% | 0.40% |
| 27 | 0.08% | 0.15% | 0.19% | 0.23% | 0.30% |
| 28 | 0.05% | 0.10% | 0.13% | 0.15% | 0.20% |
| 29 | 0.03% | 0.05% | 0.06% | 0.08% | 0.10% |
| 30 | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

Signed: ………………………………………………………

Date: ………………………………….…………………….

Name of Signatory: …….………………………………….

Name of Organisation: …………………………………...

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| 6. SOCIAL VALUE |

6.1 Please can bidders confirm they have read and understood the requirements expected of them in relation to the Social Value Portal

6.2 Please can bidders place an X in the box below to confirm

|  |  |
| --- | --- |
| Supplier confirms they have read and understood what is required of them in relation to the Social Value Portal. |  |

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| Price |

Please See the Pricing Schedule in Appendix C – General Information

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| TAMESIDE CYBER SECURITY ASSESSMENT QUESTIONNAIRE |

Please see the Tameside Cyber Security Assessment Questionnaire in Appendix 3B – Tameside Cyber Security Assessment Questionnaire

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| 9. BIDDER’S SIGNATURE |

9.1 I/We confirm that we accept the conditions detailed in the Form of Tender and that that the undersigned are authorised to commit the Bidder to the contractual obligations contained in the Invitation to Tender.

9.2 I/We hereby certify that I/we accept the conditions detailed in the Anti Collusion certificate and confirm that we have not colluded or canvassed in relation to this procurement process

9.3 I/We declare that to the best of my/our knowledge the answers submitted to these questions are correct. I/We understand that the information will be used in the evaluation process to assess my/our organisation’s tender. I/We understand that the Council may reject my/our tender if there is a failure to answer all relevant questions fully or if I/we provide false/misleading information. I/We have provided a full list of any Appendices used to provide additional information in response to questions

9.4 I/We declare that there is no conflict of interest in relation to the Council’s requirement

|  |  |
| --- | --- |
| Dated |  |
| Signatures of Organisation \* |  |
| Names of Signatories |  |
| Positions or Signatories |  |
| Name of Organisation |  |