

Rochdale Metropolitan Borough Council

PART 2 - Tender Response

Carers Service – Lot 1 Adult Carers

# Chest Reference: DN646117

# STAR Reference: UID: 10852

# Contract Period: From 01/04/2023 to 31/03/2025 with an option to extend for one year to 31/03/2026

*Friday 2nd December 2022*

CONTENTS

1. Form of Tender
2. Anti-Collusion Certificate
3. Freedom of Information Schedule
4. Quality Assessment Questions
5. Priority Account Service
6. Price
7. Bidder’s Signature

Please read this entire document before completing your response.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| FORM OF TENDER |

* 1. FORM OF TENDER
     1. Tender for Carers Service – Lot 1 Adult Carers
     2. To: Rochdale 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 Carer Service – Lot 1 Adult Carers in the Borough of Rochdale Metropolitan Borough Council.
     4. In the event of acceptance of this tender, I/We agree to execute within 15 days of request a formal written Contract 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.

|  |
| --- |
| 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.

|  |
| --- |
| 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)

|  |  |
| --- | --- |
| 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 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

* + 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

|  |
| --- |
| QUALITY ASSESSMENT QUESTIONS |

|  |  |
| --- | --- |
|  | Quality Question 1 – Leadership and Management (Weighting 10%)  Effective leadership and management are fundamental to the delivery of high quality services.  Describe how your organisation will provide the necessary leadership to set up develop and deliver this service.  Note: The key points to be addressed within this answer are:   * Your organisation’s approach to leadership and management * How you will ensure staff and volunteers are suitably skilled and supported including a clear outline of the roles and responsibilities of each post in the structure including standards of qualifications and level of experience demanded * Demonstrate how you will provide on-going professional development/learning opportunities for staff/volunteers * Your experiences of working with, recruiting and retaining volunteers and how you will cover volunteer absence/continuity? * Demonstrate how staff/volunteers will comply with the key policies and procedures employed in the provision of this service including your organisation’s approach to performance management * Demonstrate how you will ensure effective communication systems are in place for staff, volunteers, customers, families and partner organisations * Anything else which you consider to be key to the delivery of an effective service in the context of this question.   (The max no of words is 800.  Embedded videos/ links not permitted and word counts should be inclusive of any additional documents/diagrams) |
| Response |

|  |  |
| --- | --- |
|  | Quality Question 2 – Increasing numbers of carers using the service and ensuring they have a voice(Weighting 15%)  The Carers service must reach as many new and existing carers as possible and they must be involved in the development of the service.  Describe how you will achieve this.  Note: The key points to be addressed within this answer are:   * Demonstrate how you will ensure adult carers have a voice and are listened to in deciding how the service is developed through co production and carers as expert partners * Demonstrate how you intend to undertake stakeholder engagement and partnership working and your proposed method of obtaining feedback, raising awareness of your service and how you intend to make continual improvements to the service. * Demonstrate how you intend to increase the number of carers identified and the number of referrals to the service. What strategies and plans will be put in place for the identification of carers. * Anything else which you consider to be key to the delivery of an effective service in the context of this question.   (The max no of words is 800. Embedded videos/ links not permitted and word counts should be inclusive of any additional documents/diagrams) |
| Response |

|  |  |
| --- | --- |
|  | Quality Question 3 – Satisfactory provision of the service (20% Weighting)  Provision of a quality service for individuals is essential please demonstrate how you will achieve this and provide a project/implementation plan on how you will ensure the service is ready to be delivered at the start date of the contract. This should include timescales and take account of staffing and TUPE issues as well as any potential risks/barriers and mitigating actions.  Note: The key points to be addressed within this answer are:   * Demonstrate how you will support carers in accessing your face to face services. * Demonstrate how you will ensure sufficient staffing/volunteer levels to deliver the service * Demonstrate how your service will provide support to carers who are caring for younger adults with learning disabilities or people with mental health issues with complex care needs across a range of ages and diverse communities. * Demonstrate how you will take into account specific needs relating to e.g. mental capacity, dementia, long term conditions , cultural and religious requirements * Demonstrate how you will promote and raise awareness of the service to adult carers working across the borough. * Demonstrate how you will ensure equity of access and ensure you provide and inclusive service across the borough * Implement a service that will meet the needs of all carers to include out of office hours provision evenings and weekends. * Demonstrate how you will support working carers to sustain their employment * Deliver services in line with the specification and outcomes framework * Anything else which you consider to be key to the delivery of an effective service in the context of this question.   Please attach: Implementation plan timeline and indicative staffing structure  (note any attachments are not included in the word count)  (The max no of words is 1000. Embedded videos/ links not permitted and word counts should be inclusive of any additional documents/diagrams) |
| Response |

|  |  |
| --- | --- |
|  | Quality Question 4 – Collaborative approach to working with partner organisations and agencies (10% Weighting)  Effective partnership working is essential please demonstrate how you will develop a collaborative approach to working with other partnership organisations when providing this service e.g. the Local Authority, Health community organisations and faith organisations.  Note: The key points to be addressed within this answer are:   * Demonstrate how you will deliver a visible, flexible and responsive service which ensures excellent communication links with social care, service users and other partners. * Demonstrate how you will ensure equality of access * The sharing of information in a confidential way * Demonstrate how you will develop effective working relationships in meeting the needs of customers * Demonstrate how you will identify opportunities to enhance individuals quality of life * Your organisation’s approach towards utilising existing services to support individuals in their caring role. * Your organisations approach towards developing and maintaining existing community links and developing an inclusive approach across the borough. * How you will develop links with Employers for Carers * Anything else which you consider to be key to the delivery of an effective service in the context of this question.   (The max no of words is 800. Embedded videos/ links not permitted and word counts should be inclusive of any additional documents/diagrams) |
| Response |

|  |  |
| --- | --- |
|  | Quality Question 5 – Carer Breaks and Respite (15% Weighting)  Describe how you will co-ordinate, promote and develop carers breaks and respite for adult carers of all ages outlined in the specification, including how you will provide a range of innovative and creative solutions to ensure carers are able to sustain their caring role. This will also include solutions where the cared for can attend with the carer.  Note: The key points to be addressed within this answer are:   * Demonstrate how you will support all age adult carers to ensure carer breaks and respite breaks are developed and promoted to meet a range of diverse ages and needs ensuring services are inclusive and culturally appropriate. * Demonstrate how you will develop a range of community based activities for adult carers, ensuring services are accessible and inclusive to a wide range of carers meeting their distinct and diverse needs. * Our recent consultation highlighted that carers would like more services where they can bring the cared for with them. How would you go about developing innovative creative solutions to provide this service throughout the borough linking in with local community assets. * Demonstrate how you will engage with working carers and develop services/activities where appropriate out of working hours. * Anything else which you consider to be key to the delivery of an effective service in the context of this question.   (The max no of words is 1000. Embedded videos/ links not permitted and word counts should be inclusive of any additional documents/diagrams) |
| Response |

Social Value Question(s)

There is a wealth of information, links, signposts, Council priorities etc. on the STAR website to assist you in preparing your response to these questions: <https://www.star-procurement.gov.uk/Suppliers/social-value.aspx>

Questions SVQ1 & SVQ2 are scored and proposals to these questions must relate directly to you winning / retaining the contract in question, be relevant to the contract, and should be proportional to the overall contract value (for example, social value bids that are in excess of 100% of the contract price are unlikely to be deliverable).

It is important that you have read and understood the information contained in the instructions section of the Request for Quotation. A Social Value Portal Bid Support Guide is provided in the below link:

* <https://www.youtube.com/watch?v=2P89EUO_4dM>

For the purposes of this contract, ‘Local’ & ‘Locally’ means: Rochdale Metropolitan Borough Council

|  |  |
| --- | --- |
|  | SVQ1: Social Value Quantitative (TOMS) Response (10% Weighting)  It is important that you have read and understood the information contained in the instructions section of the Invitation to Tender. A Social Value Portal User Guide is provided below:    You are not obliged to commit to all of the measures on the Social Value portal and should ensure that your proposals are relevant and proportional to this contract. Your response should be based on the total duration of the contract (excluding extensions)  Please note that social value bids that are in excess of 100% of the contract price are unlikely to be deliverable, and all TOMs committed to must be evidenced by the successful provider to the Social Value Portal  You should note that the information submitted in the Description / Evidence Box  should clarify your understanding of the TOMS you are committing to, and you should explain the working behind your figures – For example any commitment to new or existing local staff should take into consideration any pro rata that should be included as TOMS values are annual proxy values.  Bidders must complete this Description for each commitment made. Failure to do so may result in your commitment being discounted from the evaluation.      You should not respond with any generic corporate social responsibilities that you already undertake unless you are describing how these are only deliverable should you retain this contract, or describing how you will be expanding on these should you win this contract.  Areas you may wish to consider in your response, that the Council believes are related to the subject matter of the contract, reasonable, and proportionate are (these areas are not exhaustive):   * Provision of training and employment opportunities * Promotion of a sustainable environment |
| I confirm that I have completed my quantitative response on the Social Value Portal, by the deadline for submission of this Tender response.  Yes / No (\*delete as appropriate\*) |

|  |  |
| --- | --- |
|  | SVQ2: Social Value Qualitative Method Statement Response (10% Weighting)  In support of the above response / commitments, please set out below your methodology and approach in the following sections:   1. *A. Thematic Approach*  * Please set out below your methodology and approach under each Social Value Commitment (linked to each TOMS outcomes you submit on the Social Value Portal) and explain how you will contribute to the delivery of sustainable Social Value outcomes.   *B. Delivery Capability*   * The name of the person who will be responsible for delivery of the Social Value offer made by your company, details of how social value delivery will be managed in the organisation and resources that will be deployed * Bidders should provide clear evidence that they can identify, source, deliver and report on each target they have set. * Bidders should include the timeline for delivering the social value offer (This can be projected delivery timescales based on total contract term (excluding extensions of the contract))   *C. Engagement and Collaboration Plan*   * What are your processes for engagement and collaboration with relevant local stakeholders in the delivery of Social Value? (Identifying key stakeholders needed to support the plan, setting out detailed plans for the early phases on engagement.) * How will you engage with local Voluntary Community and Social Enterprise (VCSE) organisations in the delivery of your offer? (if applicable)   (The max number of words is 1000. Embedded videos/ links not permitted and word counts should be inclusive of any additional documents/diagrams) |
| <Suppliers Response> |

|  |
| --- |
| 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:

|  |
| --- |
|  |

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 (in accordance with Table 1 below for goods & services / care contracts, or in accordance with Table 2 below for contracts using JCT / NEC contract.)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | | | | |  |
| 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: …………………………………...

|  |
| --- |
| PRICE |

Please complete the Pricing Schedule in Appendix C

|  |
| --- |
| 7. BIDDER’S SIGNATURE |

7.1 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.

7.2 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

7.3 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

7.4 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 |  |