

## Part 2 Response

**Contract Reference**

**TPH1723**

**Contract Title**

**Mental Wellbeing and Long-Covid support via  
Torbay Community Helpline**

**Maximum Period of Contract**

**2 years (1 year + 1year)**

**Return Date**

**Monday 13 March 2023**

**Return Time**

**No later than 12:00 Noon**

**Return To**

**[www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)  
(ProContract)**

**Applicant Name**

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# A Certificates and Declarations

Applicants are required to read this section thoroughly and confirm their acceptance of and compliance with the requirements laid out in sections A1 to A6, by providing their signature at section A7.

## A1 Torbay Council Conditions of Tender

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1. Tenders are invited for the supply of the goods or services specified or described in the invitation. Tenders with conditions of contract duly completed and marked with the title of the procurement must be returned electronically through the SupplyDevon Hub. Tenders must be returned by the date and time stated on the front page of the procurement documents. Tenders received after the time stated or not properly completed will be rejected as non-compliant. Facsimile and emailed copies will not be accepted.
2. The Contract shall be subject to the Authority's Conditions of Contract, included in these Tender Documents. Wherever special conditions of Contract are contained in the Invitation to Tender, the Contract shall be subject to those special conditions in addition to the Standard Conditions of Contract, and where those special conditions are inconsistent with the Authority's Standard Conditions of Contract, the special conditions shall prevail. Offers by Applicants qualified in any way or made subject to additional or alternative conditions may not be considered and may be rejected on the grounds of such conditions alone. No alteration must be made to the printed conditions or schedules. Any Tenders bearing such alterations will not be considered.
3. The Authority does not bind itself to accept the lowest or any Tender and reserves the right to accept a Tender either in whole or in part, for such item or items specified in the Invitation to Tender, and for such place or places of delivery as it thinks fit, each item and establishment being for this purpose considered as Tendered for separately.

### 4. To Torbay Council

I / We the undersigned DO HEREBY UNDERTAKE on the acceptance by the Authority of my/our Tender either in whole or in part, to supply (or perform the services), on such terms and conditions and in accordance with such specifications (if any), as are contained or incorporated in the Invitation to Tender. I / We agree and declare that the acceptance of this Tender by letter on behalf of the Authority, whether for the whole or part of the items included therein, will constitute a Contract for the supply of such items, I/We agree to enter into a further agreement for the due performance of the Contract, and I/We declare that I am/We are acting as the Delegated Authority for the purposes of signing off this Tender, and therefore, the Contract.

## **A2 Certificate of Confidentiality**

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I / We hereby agree with the Authority that I / we shall not at any time divulge or allow to be divulged to any person any information, confidential or otherwise, relating to information passed to me regarding this project.

It is appreciated by the parties that in the event of negotiations in respect of the proposed Contract being entered into between the Authority and my organisation that it may be necessary to share information with colleagues within my organisation. In this event this confidentiality clause may be waived to allow such information sharing to take place but not further or otherwise.

## **A3 Applicant's Warranties**

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In submitting their Tender the Applicant warrants, represents and undertakes to the Authority that it:

- (a) Has not done any of the acts or matters referred to in Regulation 57 of the Public Contracts Regulations 2015 and has complied in all respects with the requirements; and
- (b) Has full power and authority to enter into the Contract and provide the goods, services or works and will, if requested, produce evidence of such to the Authority; and
- (c) Is of sound financial standing and the Applicant and its partners, directors, officers and employees are not aware of any circumstances (except those disclosed in the audited accounts or other financial statements submitted to the Authority by the Applicant) which may adversely affect such financial standing in the future.

## **A4 Pricing Schedule Declaration (if applicable)**

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I / We offer to supply the goods, works or services as per the pricing in the Pricing Submission document appended to our submission, in accordance with the Specification, terms and conditions and all other documents forming the Contract.

## **A5 Certificate of Undertaking and Absence of Collusion or Canvassing**

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I / We the undersigned do hereby certify that:

- (a) My / Our Tender is bona fide and intended to be competitive and I/we have not fixed or adjusted the amount of the Tender by or under in accordance with any agreement or arrangement with any other person;
- (b) I / We have not indicated to any person other than the person calling for the Tender amount or approximate amount of the proposed Tender except where the disclosure in confidence of the approximate amount of the Tender was necessary to obtain insurance premium or other quotations necessarily required for the preparation of the Tender;

- (c) I / We shall have not entered into any agreement or arrangement with any other person that they shall refrain from Tendering or asked the amount of any Tender to be submitted;
- (d) I / We have not offered 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 Tender or proposed Tender for the said work any act or thing of the nature specified and described above.
- (e) I / We hereby certify that I/we have not and will not canvass or solicit any Member, Officer or employee of the Authority in connection with the preparation, submission and evaluation of this Tender or award or proposed award of the Contract and that to the best of my knowledge and belief, no person employed by me/us or acting on my/our behalf has done or will do such an act.

I / We further undertake that I/we will not do any of the acts mentioned in (b), (c) (d) and (e) above before the hour and date specified for the return of the Tender.

## **A6 Freedom of Information Exclusion Schedule**

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Applicants' attention is drawn to the Conditions of Tender and Terms and Conditions of the Contract.

As a public body the Authority is subject to the provisions of the Freedom of Information Act 2000 (FOIA) in respect of information it holds (including third party information). Any member of the public or other interested party may make a request for information.

The Authority shall treat all Applicant's responses as confidential during the Tender process, but may receive requests for information after the Contract has been awarded which it will need to consider, applying the principles of the FOIA. More information is available from: [www.ico.org.uk](http://www.ico.org.uk)

Applicants are advised to refer to the FOIA to determine what they are entitled to identify as confidential or commercially sensitive. Simply stating that the entire document is confidential or commercially sensitive is unlikely to be acceptable and Applicants should note that ultimate disclosure of information is at the sole discretion of the Authority. While the Authority aims to consult with third-party providers of information before it is disclosed, it cannot guarantee that this will be done. Therefore, Applicants are responsible for ensuring that any confidential or commercially sensitive information is identified to the Authority below.

Applicants should state here which items of information (if any) supplied by them in their Tender they regard as confidential or commercially sensitive or which should not be disclosed in response to a request for information under the FIOA. Applicants should state why they consider the information to be confidential or commercially sensitive.

Regardless of whether you have designated any of the information in your Tender as confidential or commercially sensitive or not, you must Sign and Date where it asks you to do so at the end of this section. Disclosure of information is at the sole discretion of the Authority.

**Commercially Sensitive Information**

Is there any information within your Tender you wish to be designated as confidential or commercially sensitive? If you have answered Yes you must complete the table below and provide details on how long this information should be exempt for. Yes   
 No

I declare that I wish the information detailed in the table below to be designated as confidential or commercially sensitive<sup>1</sup>:

Document	Section / Page Number	Details of the Confidential / Commercially Sensitive Information	The reason(s) it is considered that this information should be exempt under the Freedom of Information Act 2000
RFQ Part 2 Response	Yes		
RFQ Part 3 Pricing Schedule	Yes		
Appendices	Yes		
Part 9a Part 9a Light Set Social Value Calculator	Yes		

The period of time for which it is considered this information should be exempt is (please select **ONE** of the options below):

- Until award of Contract
- During the period of the Contract
- For a period of [insert number of years] years until [insert month and year]
- Not Applicable

<sup>1</sup> Applicants may add additional rows to the table if required.

## A7 Signature

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Organisation name	
Full postal address	
Telephone number	
Signed	
Name <i>(in block capitals)</i>	
In the capacity of <i>(state official position e.g. director, manager etc.)</i>	



## **B Stage 1: Supplier Suitability Questionnaire**

### **B1 Notes for Completion**

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- B1.1** “You” / “Your” refers to the Applicant completing this Response document i.e. the legal entity responsible for the information provided and who the Council will Contract with. The Applicant could be a registered company; the lead contact for a group of economic operators; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
- B1.2** Please ensure that all questions are completed in full, and in the format requested. If the question does not apply to you, please state ‘N/A’. Should you need to provide additional information in response to the questions, please do so in the spaces provided.

### **B2 Applicant Information and Exclusion Grounds**

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- B2.1** This Response document is a self-declaration, made by you (the Applicant), that you do not meet any of the grounds for exclusion<sup>2</sup>. If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning).
- B2.2** A completed declaration at section B5 provides a formal statement that the organisation making the declaration has not breached any of the exclusion grounds.
- B2.3** Full details of the mandatory and discretionary exclusion grounds summarised in sections B6 and B7 below can be found at:

[Annex C Exclusion Grounds.pdf \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

### **B3 Consequences of Misrepresentation**

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- B3.1** If you seriously misrepresent any factual information in filling in the Selection Questionnaire, and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from this contract and from bidding for other contracts for three years. If a contract has been entered into you may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

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<sup>2</sup> For the list of exclusion please see:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/551130/List\\_of\\_Mandatory\\_and\\_Discretionary\\_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

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## B4 Applicant Information

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Please complete the following section in full

Question Number	Question	Response
B4.1	Full name of the Applicant submitting the information.	
B4.2	Applicant's registered office address (if applicable)	
B4.3	Registered website address (if applicable)	
B4.4	Trading status	Choose an item.
	If you have selected 'other' please specify your trading status	
B4.5	Date of registration in country of origin	
B4.6	Company registration number (if applicable)	
B4.7	Charity registration number (if applicable)	
B4.8	Registered VAT number	
B4.9	If applicable, are you registered with the appropriate professional or trade register(s) in the state where your organisation is established?	Choose an item.

Question Number	Question	Response
	If you have answered 'yes' please provide the relevant details including the registration number(s)	
B4.10	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	Choose an item.
	If you have answered 'yes' please provide details of what is required and confirmation you have complied with this	
B4.11	Trading name(s) that will be used if successful in this procurement	
B4.12	If applicable please select the relevant classification	Choose an item.
B4.13	Are you a Small, Medium or Micro Enterprise (SME) <sup>3</sup> ?	Choose an item.
B4.14	Do you have an immediate parent company?	Choose an item.
	If you have answered 'yes' please provide the following information:	
	Full name of immediate parent company	

<sup>3</sup> See EU definition of SME: <http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/>

Question Number	Question	Response
	Registered office address (if applicable)	
	Registration number (if applicable)	
	Head office DUNS number (if applicable)	
	Head office VAT number (if applicable)	
<b>B4.15</b>	Do you have an ultimate parent company?	Choose an item.
	If you have answered 'yes' please provide the following information:	
	Full name of ultimate parent company	
	Registered office address (if applicable)	
	Registration number (if applicable)	
	Head office DUNS number (if applicable)	
	Head office VAT number (if applicable)	

## B5 Contact Details and Declaration

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I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.

I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement.

Question Number	Question	Response
B5.1	Contact name	
B5.2	Name of organisation	
B5.3	Role in organisation	
B5.4	Phone number	
B5.5	Email address	
B5.6	Full postal address	
B5.7	Signature (electronic is acceptable):	
	Date signed	

## B6 Grounds for Mandatory Exclusion

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Please complete the following section in full.

Question Number	Question	Response
B6.1	Please indicate if, within the past five years you, your organisation or any other person who has the powers of representation, decision or control in the organisation has been convicted anywhere in the world of any of the offences within the summary below:	
a)	Participation in a criminal organisation	Choose an item.
b)	Corruption	Choose an item.
c)	Terrorist offences or offences linked to terrorist activities	Choose an item.
d)	Money laundering or terrorist financing	Choose an item.
e)	Child labour or other forms of trafficking in human beings	Choose an item.
B6.2	If you have answered Yes to any of questions B6.1a) to B6.1e) please provide further details, including:  Date of conviction, specify which of the grounds listed the conviction was for and the reasons for conviction;  Identity of who has been convicted:	

Question Number	Question	Response
	If the relevant documentation is available electronically please provide the web address, issuing authority and precise reference of the documents.	
B6.3	If you have answered yes to any of questions B6.1a) to B6.1e) have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning)	
B6.4	Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?	Choose an item.
B6.5	If you have answered yes to question B6.4 please provide further details. Please also confirm you have paid or have entered into a binding arrangement with a view to paying, the outstanding sum including, where applicable, any accrued interest and/or fines.	
<p><b>Please Note: The Council reserves the right to use its discretion to exclude an Applicant where it can demonstrate by any appropriate means that the Applicant is in breach of its obligations relating to the non-payment of taxes or social security contributions.</b></p>		

## B7 Grounds for Discretionary Exclusion

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Please complete the following section in full.

Question Number	Question	Response
B7.1	Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.	
a)	Breach of environmental obligations?	Choose an item.
b)	Breach of social obligations?	Choose an item.
c)	Breach of labour law obligations?	Choose an item.
d)	Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?	Choose an item.
e)	Guilty of grave professional misconduct?	Choose an item.
f)	Entered into agreements with other economic operators aimed at distorting competition?	Choose an item.



Question Number	Question	Response
g)	Aware of any conflict of interest due to participation in the procurement procedure? <sup>4</sup>	Choose an item.
h)	Been involved in the preparation of the procurement procedure? <sup>5</sup>	Choose an item.
i)	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions?	Choose an item.
<b>B7.2</b>	Please answer the following statements	
a)	The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.	Choose an item.
b)	The organisation has withheld such information.	Choose an item.

<sup>4</sup> Where the Applicant is aware that any member of Council staff involved in the procurement procedure has, directly or indirectly, a financial, economic or other personal interest in relation to the Applicant which might be perceived to compromise the staff member's impartiality.

<sup>5</sup> Where the Applicant has advised the Council in the planning of the procurement procedure and/or has access to privileged information, which may provide the Applicant with a competitive advantage.

Question Number	Question	Response
c)	The organisation has influenced the decision-making process of the Council to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.	Choose an item.
B7.3	If you have answered 'yes' to any of questions B7.1a) to B7.1i) and/or B7.2a) to B7.2d) please explain what measures have been taken to demonstrate the reliability of the organisation despite the existence of relevant ground for exclusion? (Self Cleaning)	

## B8 Financial Standing

Please complete the following section in full.

Question Number	Question	Response
B8.1	In submitting this form you agree to the Council undertaking a credit check as detailed in the instructions above.	
	Please provide the company registration number against which the check should be made.	
B8.2	Applicants are required to indicate below the financial information they are able to provide if requested to do so.	

Question Number	Question	Response
	To prevent delays to the due diligence process any Applicant may be asked, at any point during the evaluation period, to submit the support financial information indicated. Where information is requested this will only be assessed in respect of the successful Applicant(s).	
	Are you able to provide a copy of your audited accounts for the last 2 years if requested?  If no, can you provide one of the following:	Choose an item.
a)	A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation.	Choose an item.
b)	A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	Choose an item.
c)	Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	Choose an item.
B8.3	Please indicate whether your annual turnover for the previous 2 financial years is a minimum of twice the Annual Contract Value of £157,500	Choose an item.

Question Number	Question	Response
B8.4	If you are unable to provide any of the financial information set out in question B8.2 and/or have answered No to question B8.3 please provide a brief explanation for this, e.g. your organisation is a new start-up:	

## B9 Insurance

Please complete the following section in full.

Question Number	Question	Response
B9.1	Please self-certify where you already have, or can commit to obtain prior to the commencement of the contract, the minimum levels of insurance cover indicated below	
a)	Employers (Compulsory) Liability Insurance* = £5,000,000 <i>* Please note this requirement is not applicable to Sole Traders.</i>	Choose an item.
b)	Public Liability Insurance = £10,000,000	Choose an item.
c)	Cyber Liability and Crime Insurance = £1,000,000	Choose an item.

Question Number	Question	Response
	Applicants are required to indicate the level of insurance held and/or whether it is contained within the other insurances listed here.	
d)	Medical Malpractice / Medical Negligence Insurance Applicants are required to indicate level of insurance held and/or whether it is contained within the other insurances listed here.	Choose an item.

## B10 Requirements under the Modern Slavery Act 2015

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Please complete the following section in full.

Question Number	Question	Response
B10.1	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	Choose an item.
B10.2	If you have answered 'Yes' to question B10.1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?	Choose an item.
a)	If you have answered 'Yes' please provide the relevant URL	

Question Number	Question	Response
b)	If you have answered 'No' please provide an explanation	

## B11 Technical and Professional Ability

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Please complete the following section in full.

Question Number	Question	Response
B11.1	Has your organisation been subject to any breaches of health and safety legislation in the last 5 years, applicable to the country in which you operate, on comparable projects?	Choose an item.
	If you have answered 'Yes' please provide details	
B11.2	Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?	Choose an item.
	If you have answered 'Yes' please provide details	
B11.3	Please confirm that you have the necessary policies, procedures and systems in place to comply with your obligations under Data Protection legislation.	Choose an item.



## C Stage 2: Terms and Conditions of Contract

### Minimum Requirement

That the Applicant provides a response to this question.

### Evaluation Criteria

This question will be evaluated on the basis of your self-assessment as to whether you meet the requirement. A Yes response will be deemed a Pass and a No response will be deemed a Fail. Applicants failing this requirement will be excluded from further participation in the process.

### Evidencing Compliance

If it becomes apparent at any stage of the process that an Applicant does not comply with this requirement, either where acceptance of the terms and conditions is qualified in any way or the successful Applicant requests changes to any part of the terms and conditions prior to signing the Contract, the Applicant will be considered to have failed the process in its entirety and will be excluded from further participation in it. Where the successful Applicant is deemed to have failed this requirement the Contract will be withdrawn or terminated.

Question Number	Question	Response
C1	Please confirm whether you accept the terms and conditions of contract accompanying this tender, without qualification or alteration.	Choose an item.



**D Not Used**

## E Stage 2: Mandatory Requirements

### Minimum Requirement / Evaluation Criteria

These questions will be evaluated on the basis of your self-assessment as to whether you meet the requirement. A Yes response will be deemed a Pass and a No response will be deemed a Fail.

### Evidencing Compliance

You do not need to provide evidence of compliance at this stage. As part of the Council's pre-award due diligence process or prior to Contract commencement the successful Applicant may be required to provide written evidence to demonstrate compliance with these requirements. Where compliance is not evidenced for one or more requirements the Contract may be withdrawn or terminated.

Question Number	Question	Response
E1	Please confirm whether you will comply with the requirements set out in section E2.1 TUPE of Part 1 Information and Specification.	Choose an item.
E2	Please confirm whether you will comply with the requirements set out in section E2.2 Safer Recruitment of Part 1 Information and Specification.	Choose an item.
E3	Please confirm whether you will comply with the requirements set out in section E2.3 Data Protection, Information Sharing and Information Security of Part 1 Information and Specification. You are required to complete the table below in support of your response	Choose an item.
	The means of processing the data	
	Approved sub-processors and in each case: <ul style="list-style-type: none"> <li>Nature and purpose of processing</li> <li>Location of processing</li> </ul>	
	Details of approved international transfers of Contract Personal Data together with details of	

	approved transfer mechanisms	
	Details of the technical and organisational measures in place to protect contract personal data	
<b>E4</b>	Please confirm whether you will comply with the requirements set out in section E2.4 Climate Emergency of Part 1 Information and Specification.	Choose an item.
<b>E5</b>	Please confirm whether you will comply with the requirements set out in section E2.6 Health and Safety of Part 1 Information and Specification.	Choose an item.
<b>E6</b>	Please confirm whether you will comply with the requirements set out in section E2.7 Invoicing of Part 1 Information and Specification.	Choose an item.
<b>E7</b>	Please confirm whether you will comply with the requirements set out in section E2.8 Business Continuity Plans of Part 1 Information and Specification.	Choose an item.
<b>E8</b>	Please confirm whether you will comply with the requirements set out in section E2.9 Exit Management of Part 1 Information and Specification.	Choose an item.
<b>E9</b>	Please confirm whether you will comply with the requirements set out in section E2.10 Use of Council Branding of Part 1 Information and Specification.	Choose an item.
<b>E10</b>	Please confirm whether you will comply with <b>all</b> the requirements set out in section E2.10 Contract Specific Requirements of Part 1 Information and Specification.	Choose an item.

## F Stage 2: Award Questions

Applicants are required to submit their responses to the following Award Questions. Your responses should:

- be drafted in a way that enables them to form part of the Contract;
- contain sufficient detail to demonstrate you meet the core requirements set out in the Specification;
- relevant to the question;
- where applicable meet any word or page limits set – Applicants should note the evaluation of responses will not go beyond the word or page limit;
- only include supporting information where this is permitted – Applicants should note that supporting information must be clearly named, identifiable and referenced in the question to which it relates.

Question Number	Question	Score
F1	<p><b>Minimum Requirement</b></p> <p>The minimum requirement is that the Applicant responds to this question in a manner that evidences they have the relevant ability, skills, resource and quality measures required to meet any Mandatory or Core Requirements of the Specification applicable to this criterion.</p> <p><b>Question 1</b></p> <p><b>Detail your proposed model of delivery for provision of mental wellbeing and long-COVID-19 support via the Torbay Community helpline as detailed in the service specification?</b></p> <p><b>Evaluation Criteria</b></p> <p>Your response will be evaluated against your ability to demonstrate and evidence:</p> <ul style="list-style-type: none"> <li>• How your service model will manage referrals and triage calls based on identified need?</li> </ul>	25.00%

- What are the intended service operation times and locations for face-to-face provision?
- What are the range of interventions that will be provided (including counselling)?
- How response, support, signposting, referrals and interventions will be provided in a timely manner?
- How the service will be equitable, respectful, non-stigmatising and trauma informed in its approach?
- How a strength-based approach will be adopted in working with service users, staff and partners?
- How the service model meets a preventative approach to mental health?
- What are the intended plans for service sustainability beyond the contract term?

**Page / Word Limit:** Maximum 2,500 words in Arial 12

**Permitted Appendices and Supplementary Information**

You may provide the following in support of your response:

- One-page A4 diagram

**Response:**

F2

**Minimum Requirement**

20.00%

The minimum requirement is that the Applicant responds to this question in a manner that evidences they have the relevant ability, skills, resource and quality measures required to meet any Mandatory or Core Requirements of the Specification applicable to this criterion.

**Question 2**

**Detail how the service and your organisation will interact, collaborate, and add value to the existing mental wellbeing and wider health determinant system that exists in Torbay?**

**Evaluation Criteria**

Your response will be evaluated against your ability to demonstrate and evidence:

- How the service will work in partnership and integrate with Torbay Community Helpline, including GDPR compliant data protection, information sharing and information security?
- How the service intends to work in partnership with local mental wellbeing and wider health determinant support organisations/groups in Torbay?
- How responsibilities and pathways will be agreed with local statutory provision?

**Page / Word Limit:** Maximum 2000 words in Arial 12

**Permitted Appendices and Supplementary Information**

The inclusion of Appendices and Supplementary Information is not permitted

**Response:**

F3

**Minimum Requirement**

15.00%

The minimum requirement is that the Applicant responds to this question in a manner that evidences they have the relevant ability, skills, resource and quality measures required to meet any Mandatory or Core Requirements of the Specification applicable to this criterion.

**Question 3**

**Detail how your service will appropriately and dynamically assess and support service user's needs, risk and choice in its service delivery whilst supporting staff, Torbay Community Helpline staff and volunteers?**

**Evaluation Criteria**

Your response will be evaluated against your ability to demonstrate and evidence:

- How will the service assess the best approach to use with service users based on their needs, preferences and previous experiences?
- How will the service respond and manage services users who present in crisis?
- How will the service respond and provide support on multiple occasions to service users whose mental wellbeing and/or long-COVID-19 needs can flux from periods of lower or higher intensity over time?
- How the wellbeing of staff, Torbay Community Helpline staff and volunteers will be maintained throughout the contract term?

**Page / Word Limit:** Maximum 1,500 words in Arial 12

**Permitted Appendices and Supplementary Information**

The inclusion of Appendices and Supplementary Information is not permitted

**Response:**

F4

**Minimum Requirement**

20.00%

The minimum requirement is that the Applicant responds to this question in a manner that evidences they have the relevant ability, skills, resource and quality measures required to meet any Mandatory or Core Requirements of the Specification applicable to this criterion.

**Question 4**

**Detail how your organisation will mobilise the service from 01 April 2023 to 30 April 2023 to ensure no break in service provision from 01 May 2023 (subject to no further changes to the Contract term)?**

**Evaluation Criteria**

Your response will be evaluated against your ability to demonstrate and evidence:

- The categories as outlined in the Appendix D Mobilisation Template

**Page / Word Limit:** Maximum 1000 words in Arial 12

**Permitted Appendices and Supplementary Information**

You may provide the following in support of your response:

- Appendix D (Excel) Mobilisation Template (template provided)

**Response:**



**G Not Used**

## H Stage 2: Pricing Schedule

All Applicants are required to submit their pricing by completing RFQ Part 3 Pricing Schedule.

**Please Note:** All prices quoted must be in GBP £ and exclusive of VAT.