

**A – QUESTIONNAIRE -**

**TENDER RETURN**

**Reference DN112996**

**Provision of Adoption Services**

**Lot 1 – Adoption Advice and Guidance**

**Lot 2- Spot Purchase of Adoptive Parenting Assessment**

**Lot 3 – Spot Purchase of Step-parent Adoption Assessments**

**Contract Period**

**1st July 2016 to 30th June 2017**

**(with the option to extend for a further 1 year plus 1 year subject to budget and satisfactory review)**

**Tenderer to insert company name here**

IMPORTANT:

CLOSING DATE FOR RECEIPT OF COMPLETED tender

No later than 12 noon on 25th march 2016

**This tender submission must only be returned ‘electronically’ via the Electronic Tendering System (‘The Chest’, the North West's Local Authority Procurement Portal) from which you downloaded this document.**

**Questionnaire**

**Notes for completion**

1. “Authority” means the public sector contracting authority, or anyone acting on behalf of the contracting authority, that is seeking to invite suitable suppliers to participate in this procurement process.

2. “You”/ “Your” or “Supplier” means the body completing these questions **i.e. the legal entity seeking to be invited to the next stage of the procurement process and responsible for the information provided.** The ‘Supplier’ is intended to cover any economic operator as defined by the Public Contract Regulations 2015 and could be a registered company; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.

3. This Questionnaire has been designed to assess the suitability of a Supplier to deliver the Authority’s contract requirement(s). If you are successful at this stage of the procurement process, you will be selected for the subsequent award stage of the process.

4. Please ensure that all questions are completed in full, and in the format requested. Failure to do so may result in your submission being disqualified. If the question does not apply to you, please state clearly ‘N/A’.

5. Should you need to provide additional Appendices in response to the questions, these should be numbered clearly and listed as part of your declaration. A template for providing additional information is provided at the end of this document.

6. Please tick which Lots you wish to bid for:

Lot 1 - Adoption Advice and Guidance

Lot 2 – Adoptive Parenting Training

Lot 3 – Step Parent Adoption Assessment

7. Please return a completed version of this document to:

|  |  |
| --- | --- |
| **Named procurement officer** | Cheryl Elson |
| **Name of contracting authority** | Blackpool Council |
| **Contact e-mail address** | Please upload your completed submission via the electronic tendering system “The Chest” from which you downloaded this document. |
| **Postal address** | N/A |
| **Deadline for receipt of Questionnaire**  **(UK date and time)** | 12 noon |

**Verification of Information Provided**

7. Whilst reserving the right to request information at any time throughout the procurement process, the authority may enable the Supplier to self-certify that there are no mandatory/ discretionary grounds for excluding their organisation. When requesting evidence that the supplier can meet the specified requirements (such as the questions in section 7(B to D) of this Questionnaire relating to Technical and Professional Ability) the authority may only obtain such evidence after the final tender evaluation decision i.e. from the winning Supplier only.

**Sub-contracting arrangements**

8. Where the Supplier proposes to use one or more sub-contractors to deliver some or all of the contract requirements, a separate Appendix should be used to provide details of the proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for.

9. The Authority recognises that arrangements in relation to sub-contracting may be subject to future change, and may not be finalised until a later date. However, Suppliers should be aware that where information provided to the Authority indicates that sub-contractors are to play a significant role in delivering key contract requirements, any changes to those sub-contracting arrangements may affect the ability of the Supplier to proceed with the procurement process or to provide the supplies and/or services required. Suppliers should therefore notify the authority immediately of any change in the proposed sub-contractor arrangements. The Authority reserves the right to deselect the Supplier prior to any award of contract, based on an assessment of the updated information.

**Consortia arrangements**

10. If the Supplier completing this Questionnaire is doing so as part of a proposed consortium, the following information must be provided;

* names of all consortium members;
* the lead member of the consortium who will be contractually responsible for delivery of the contract (if a separate legal entity is not being created); and
* if the consortium is not proposing to form a legal entity, full details of proposed arrangements within a separate Appendix.

11. Please note that the Authority may require the consortium to assume a specific legal form if awarded the contract, to the extent that a specific legal form is deemed by the authority as being necessary for the satisfactory performance of the contract.

12. All members of the consortium will be required to provide the information required in all sections of the Questionnaire as part of a single composite response to the Authority i.e. each member of the consortium is required to complete the form.

13. Where you are proposing to create a separate legal entity, such as a Special Purpose Vehicle (SPV), you should provide details of the actual or proposed percentage shareholding of the constituent members within the new legal entity in a separate Appendix.

14. The Authority recognises that arrangements in relation to a consortium bid may be subject to future change. Suppliers should therefore respond on the basis of the arrangements as currently envisaged. Suppliers are reminded that the Authority must be immediately notified of any changes, or proposed changes, in relation to the bidding model so that a further assessment can be carried out by applying the selection criteria to the new information provided. The Authority reserves the right to deselect the Supplier prior to any award of contract, based on an assessment of the updated information.

**Confidentiality**

15. When providing details of contracts in answering section 6 of this Questionnaire (Technical and Professional Ability), the Supplier agrees to waive any contractual or other confidentiality rights and obligations associated with these contracts.

16. The Authority reserves the right to contact the named customer contact in section 6 regarding the contracts included in section 6. The named customer contact does not owe the Authority any duty of care or have any legal liability, except for any deceitful or maliciously false statements of fact.

17. The Authority confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the Public Contract Regulations.

**1 - Supplier information**

This section is for information and will not be scored however the Council reserves the right to exclude a supplier on the grounds of providing insufficient or false information.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1.1 Supplier details** | **Answer** | | | |
| Full name of the Supplier completing the Questionnaire |  | | | |
| Registered company address |  | | | |
| Registered company number |  | | | |
| Registered charity number |  | | | |
| Registered VAT number |  | | | |
| Name of immediate parent company |  | | | |
| Name of ultimate parent company |  | | | |
| Please mark ‘X’ in the relevant box to indicate your trading status | i) a public limited company | ▢ Yes | | |
| ii) a limited company | ▢ Yes | | |
| iii) a limited liability partnership | ▢ Yes | | |
| iv) other partnership | ▢ Yes | | |
| v) sole trader | ▢ Yes | | |
| vi) other (please specify) | ▢ Yes | | |
| Please mark ‘X’ in the relevant boxes to indicate whether any of the following classifications apply to you | i)Voluntary, Community and Social Enterprise (VCSE) | ▢ Yes | | |
| ii) Small or Medium Enterprise (SME) [[1]](#footnote-1) | ▢ Yes | | |
| iii) Sheltered workshop | ▢ Yes | | |
| iv) Public service mutual | ▢ Yes | | |
| **1.2 Bidding model** | | | |  |
| **Please mark ‘X’ in the relevant box to indicate whether you are;** | | | |  |
| a)      Bidding as a Prime Contractor and will deliver 100% of the key contract deliverables yourself | | | ▢ Yes |  |
| b)      Bidding as a Prime Contractor and will use third parties to deliver some of the services  If yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for. | | | ▢ Yes |  |
| c)       Bidding as Prime Contractor but will operate as a Managing Agent and will use third parties to deliver all of the services  If yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for. | | | ▢ Yes |  |
| d)      Bidding as a consortium but not proposing to create a new legal entity.  If yes, please include details of your consortium in the next column and use a separate Appendix to explain the alternative arrangements i.e. why a new legal entity is not being created.  Please note that the Authority may require the consortium to assume a specific legal form if awarded the contract, to the extent that it is necessary for the satisfactory performance of the contract. | | | ▢ Yes  **Consortium members**  **Lead member** |  |
| e)      Bidding as a consortium and intend to create a Special Purpose Vehicle (SPV).  If yes, please include details of your consortium, current lead member and intended SPV in the next column and provide full details of the biding model using a separate Appendix. | | | ▢ Yes  **Consortium members**  **Current lead member**  **Name of Special Purpose Vehicle** |  |

|  |  |
| --- | --- |
| **1.3 Contact details** | |
| Supplier contact details for enquiries about this Questionnaire | |
| Name |  |
| Postal address |  |
| Country |  |
| Phone |  |
| Mobile |  |
| E-mail |  |

|  |  |  |
| --- | --- | --- |
| **1.4 Licensing and registration (please mark ‘X’ in the relevant box)** | | |
| 1.4.1 | Registration with a professional body  If applicable, is your business registered with the appropriate trade or professional register(s) in the EU member state where it is established (as set out in Annex XI of directive 2014/24/EU) under the conditions laid down by that member state). | ▢ Yes  ▢ No  If Yes, please provide the name of the professional body and your registration number in this box. |
| 1.4.2 | Is it a legal requirement in the state where you are established for you to be licensed or a member of a relevant organisation in order to provide the requirement in this procurement? | ▢ Yes  ▢ No  If Yes, please provide additional details within this box of what is required and confirmation that you have complied with this. |

**2 - Grounds for mandatory exclusion**

**Part 1 – *The following grounds for mandatory exclusions are in line with Public Procurement Regulations 2015 (57).***

You will be excluded from the procurement process if there is evidence of convictions relating to specific criminal offences including, but not limited to, bribery, corruption, conspiracy, terrorism, fraud and money laundering, or if you have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security obligations (except where this is disproportionate e.g. only minor amounts involved).

If you have answered “yes” to question 2.2 on the non-payment of taxes or social security contributions, and have not paid or entered into a binding arrangement to pay the full amount, you may still avoid exclusion if only minor tax or social security contributions are unpaid or if you have not yet had time to fulfil your obligations since learning of the exact amount due. If your organisation is in that position please provide details using a separate clearly marked Appendix. You may contact the authority for advice before completing this form.

|  |  |  |
| --- | --- | --- |
| **2.1 Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?** | **Please indicate your answer by marking ‘X’ in the relevant box.** | |
| **Yes** | **No** |
| 1. conspiracy within the meaning of section 1 or 1A of the Criminal Law Act 1977 or article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983 where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA on the fight against organised crime; |  |  |
| 1. corruption within the meaning of section 1(2) of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906; |  |  |
| 1. the common law offence of bribery; |  |  |
| 1. bribery within the meaning of sections 1, 2 or 6 of the Bribery Act 2010; or section 113 of the Representation of the People Act 1983; |  |  |
| 1. any of the following offences, where the offence relates to fraud affecting the European Communities’ financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities: |  |  |
| (i) the offence of cheating the Revenue; |  |  |
| (ii) the offence of conspiracy to defraud; |  |  |
| (iii) fraud or theft within the meaning of the Theft Act 1968, the Theft Act (Northern Ireland) 1969, the Theft Act 1978 or the Theft (Northern Ireland) Order 1978; |  |  |
| (iv) fraudulent trading within the meaning of section 458 of the Companies Act 1985, article 451 of the Companies (Northern Ireland) Order 1986 or section 993 of the Companies Act 2006; |  |  |
| (v) fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994; |  |  |
| (vi) an offence in connection with taxation in the European Union within the meaning of section 71 of the Criminal Justice Act 1993; |  |  |
| (vii) destroying, defacing or concealing of documents or procuring the execution of a valuable security within the meaning of section 20 of the Theft Act 1968 or section 19 of the Theft Act (Northern Ireland) 1969; |  |  |
| (viii) fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006; or |  |  |
| (ix) the possession of articles for use in frauds within the meaning of section 6 of the Fraud Act 2006, or the making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of that Act; |  |  |
| 1. any offence listed— |  |  |
| (i) in section 41 of the Counter Terrorism Act 2008; or |  |  |
| (ii) in Schedule 2 to that Act where the court has determined that there is a terrorist connection; |  |  |
| 1. any offence under sections 44 to 46 of the Serious Crime Act 2007 which relates to an offence covered by subparagraph (f); |  |  |
| 1. money laundering within the meaning of sections 340(11) and 415 of the Proceeds of Crime Act 2002; |  |  |
| 1. an offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996; |  |  |
| 1. an offence under section 4 of the Asylum and Immigration (Treatment of Claimants etc.) Act 2004; |  |  |
| 1. an offence under section 59A of the Sexual Offences Act 2003; |  |  |
| 1. an offence under section 71 of the Coroners and Justice Act 2009 |  |  |
| 1. an offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994; or |  |  |
| 1. any other offence within the meaning of Article 57(1) of the Public Contracts Directive— |  |  |
| (i) as defined by the law of any jurisdiction outside England and Wales and Northern Ireland; or |  |  |
| (ii) created, after the day on which these Regulations were made, in the law of England and Wales or Northern Ireland. |  |  |
| **Non-payment of taxes**  **2.2 Has it been established by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which your organisation is established (if outside the UK), that your organisation is in breach of obligations related to the payment of tax or social security contributions?**  If you have answered Yes to this question, please use a separate Appendix to provide further details. Please also use this Appendix to confirm whether you have paid, or have entered into a binding arrangement with a view to paying, including, where applicable, any accrued interest and/or fines? |  |  |

## 3. Grounds for discretionary exclusion – Part 1

The authority may exclude any Supplier who answers ‘Yes’ in any of the following situations set out in paragraphs (a) to (i);

|  |  |  |
| --- | --- | --- |
| **3.1 Within the past three years, please indicate if any of the following situations have applied, or currently apply, to your organisation.** | **Please indicate your answer by marking ‘X’ in the relevant box.** | |
| **Yes** | **No** |
| 1. your organisation has violated applicable obligations referred to in regulation 56 (2) of the Public Contract Regulations 2015 in the fields of environmental, social and labour law established by EU law, national law, collective agreements or by the international environmental, social and labour law provisions listed in Annex X to the Public Contracts Directive as amended from time to time; |  |  |
| 1. your organisation is bankrupt or is the subject of insolvency or winding-up proceedings, where your 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; |  |  |
| 1. your organisation is guilty of grave professional misconduct, which renders its integrity questionable; |  |  |
| 1. your organisation has entered into agreements with other economic operators aimed at distorting competition; |  |  |
| 1. your organisation has a conflict of interest within the meaning of regulation 24 of the Public Contract Regulations 2015 that cannot be effectively remedied by other, less intrusive, measures; |  |  |
| 1. the prior involvement of your organisation in the preparation of the procurement procedure has resulted in a distortion of competition, as referred to in regulation 41, that cannot be remedied by other, less intrusive, measures; |  |  |
| 1. your organisation has 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; |  |  |
| 1. your organisation—   (i) has been 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; or  (ii) has withheld such information or is not able to submit supporting documents required under regulation 59 of the Public Contract Regulations 2015; or |  |  |
| (i) your organisation has undertaken to |  |  |
| (aa) unduly influence the decision-making process of the contracting authority, or |  |  |
| (bb) obtain confidential information that may confer upon your organisation undue advantages in the procurement procedure; or |  |  |
| (j) your organisation has negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award. |  |  |

**Conflicts of interest**

In accordance with question 3.1 (e), the authority may exclude the Supplier if there is a conflict of interest which cannot be effectively remedied. The concept of a conflict of interest includes any situation where relevant staff members have, directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure.

Where there is any indication that a conflict of interest exists or may arise then it is the responsibility of the Supplier to inform the authority, detailing the conflict in a separate Appendix. Provided that it has been carried out in a transparent manner, routine pre-market engagement carried out by the Authority should not represent a conflict of interest for the Supplier.

**Taking Account of Bidders’ Past Performance**

In accordance with question (g), the authority may assess the past performance of a Supplier (through a Certificate of Performance provided by a Customer or other means of evidence). The authority may take into account any failure to discharge obligations under the previous principal relevant contracts of the Supplier completing this Questionnaire. The Authority may also assess whether specified minimum standards for reliability for such contracts are met.

In addition, the authority may re-assess reliability based on past performance at key stages in the procurement process (i.e. supplier selection, tender evaluation, contract award stage etc.). Suppliers may also be asked to update the evidence they provide in this section to reflect more recent performance on new or existing contracts (or to confirm that nothing has changed).

**4. ‘Self Cleaning’ (Covering both mandatory and discretionary exclusion)**

Any Supplier that answers ‘Yes’ to questions 2.1 (a), 2.2 and 3.1 should provide sufficient evidence, in a separate Appendix, that provides a summary of the circumstances and any remedial action that has taken place subsequently and effectively “self-cleans” the situation referred to in that question. The supplier has to demonstrate it has taken such remedial action, to the satisfaction of the authority in each case.

If such evidence is considered by the authority (whose decision will be final) as sufficient, the economic operator concerned shall be allowed to continue in the procurement process.

In order for the evidence referred to above to be sufficient, the Supplier shall, as a minimum, prove that it has;

* paid or undertaken to pay compensation in respect of any damage caused by the criminal offence or misconduct;
* clarified the facts and circumstances in a comprehensive manner by actively collaborating with the investigating authorities; and
* taken concrete technical, organisational and personnel measures that are appropriate to prevent further criminal offences or misconduct.

The measures taken by the Supplier shall be evaluated taking into account the gravity and particular circumstances of the criminal offence or misconduct. Where the measures are considered by the Authority to be insufficient, the Supplier shall be given a statement of the reasons for that decision.

## 5 - Economic and Financial Standing

|  |  |  |
| --- | --- | --- |
|  | **FINANCIAL INFORMATION** | |
|  |  | |
| 5.1 | **Please provide one of the following to demonstrate your economic/financial standing;**  Please indicate your answer with an ‘X’ in the relevant box. | |
| 1. A copy of the audited accounts for the most recent two years |  |
| 1. A statement of the turnover, profit & loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation |  |
| 1. A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position |  |
|  |  |
| 1. 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). |  |
| 5.2 | Not applicable for this tender |  |
| 5.3 | **(a) Are you part of a wider group (e.g. a subsidiary of a holding/parent company)?**  If yes, please provide the name below:   |  |  | | --- | --- | | Name of the organisation |  | | Relationship to the Supplier completing the Questionnaire |  |   If yes, please provide Ultimate / parent company accounts if available.  If yes, would the Ultimate / parent willing to provide a guarantee if necessary?  If no, would you be able to obtain a guarantee elsewhere (e.g from a bank?) | ▢ Yes  ▢ No  ▢ Yes  ▢ No  ▢ Yes  ▢ No |

**SELECTION PROCESS**

**IF APPLICANTS HAVE FAILED TO COMPLY WITH ANY ASPECT OF THE ABOVE QUESTIONNAIRE OR THEIR RESPONSES RESULT IN THEM BEING EXCLUDED FROM THE PROCUREMENT PROCESS THEIR METHOD STATEMENTS AND PRICING WILL NOT BE ASSESSED AND THE APPLICATION WILL BE DEEMED TO HAVE FAILED.**

Blackpool Council wishes to appoint a Contractor who can clearly demonstrate the ability to meet our requirements and who offers the most economically advantageous bid.

Submissions will be assessed on the basis of **70% / 30% quality/price** and bidders will be subject to a reality check i.e. this may involve (but not limited to): financial viability/ risk checks (D&B), a site visit, checking references, checking capability and track record and, where appropriate, speaking to organisations who will be involved in supporting the Contractor e.g. sub-contractors, regulatory agencies, etc.

Assuming bidders have passed the preceding sections of this Tender Return Document, the Council will select the company offering the **Most Economically Advantageous Tender** and the evaluation process will be carried out as follows:

**CLARIFICATION**

For clarification purposes, if this is required, you will be contacted via (The Chest), and this will give the scoring panel the opportunity to re-visit the method statements which may result in the initial scoring being altered up or down as appropriate.

**REFERENCES**

We reserve the right to select the 3 reference points quoted by you in your PQQ submission. Should we decide to obtain references the referees will be asked a series of questions around but not limited to the following *(please note this may be subject to change)*:-

* + What type of service you provided
  + Period
  + Value
  + Current relationship
  + Reliability
  + Flexibility
  + Ability to meet requirements
  + Skills of staff
  + Communication
  + Compliance
  + Quality of Monitoring

**FINANCIAL DUE DILIGENCE**

Blackpool Council will obtain a Mint UK Credit Rating for all bidders. As part of further due diligence, should the Mint UK Credit Report identify that a bidder has anything below a ‘normal’ banded credit rating and that bidder obtains Preferred Bidder status then a second credit report will be run through Equifax. Should this Equifax credit report determine that the Preferred Bidder has a score check grade of D+ to F- then the Council will undertake additional analysis of the financial information provided by the bidder. This analysis will form an assessment of the solvency and financial strength of the bidder to provide the services taking into account: -

* The credit rating scores
* Key financial ratios
* Liquidity, turnover and profitability

The Council reserves the right not to enter into a contract with the preferred bidder, should any of the financial assessments demonstrate an unsatisfactory financial standing.

**EVALUATION PROCESS**

Tenders will be evaluated by an evaluation panel comprising representatives from Adult Services (Adults Commissioning Team & Adult Social Care) on a consensus scoring basis, and will be evaluated in accordance with the evaluation criteria, scoring and weightings as set out below.

**How we will evaluate Quality & Price**: Each of your responses to the following Method Statements will be evaluated using scores that reflect the extent to which the responses have addressed the published criteria. These scores will then have the published weightings applied to them and will be added together to give an overall Quality Score. Contractors must respond to the Method Statements in full and avoid making unsubstantiated reference to company policies, statements or other documents.

The Council reserves the right not to enter into a contract with the preferred bidder, should their overall score be below 7**0%**

**METHOD STATEMENTS**

To help us judge your capability to meet our requirements you must provide a number of Method Statements. These statements should be **no more** than stipulated for each method statement and must set out, in a clear and concise manner, how you will deliver the requirements in the Specification. Your responses must clearly identify the Method Statement number to which it relates. **Your Policy documents / catalogues / attachments must only be provided as supporting information and will not be considered as part of your answer, if these are submitted as an answer with little or no narrative you will be automatically awarded a zero score.** Any Method Statement that is not answered or is not clearly identified by the Method Statement number to which it relates will also automatically be awarded a zero mark. Your response will be scored as part of the evaluation process. The Council reserves the right to ask for additional information.

**Scoring Criteria**

|  |  |  |
| --- | --- | --- |
| **0** | **Unacceptable** | The proposal does not demonstrate an understanding of the Council’s requirements and issues with the proposal either being non-compliant or with a major risk that the intended outcomes/ performance standards will not be achieved and delivered, with the level of evidence in support of the proposal either unacceptable or non – existent. |
| **1** | **Very Poor** | The proposal demonstrates extremely limited understanding of the Council requirements and issues with a significant risk that the majority of the intended outcomes/ performance standards will **not** be achieved and delivered with the level of evidence in support of the proposal deficient in the majority of areas. Proposal shows significantly more weaknesses than strengths. |
| **2** | **Concern** | The proposal demonstrates some understanding of the Council requirements and issues with a risk that some of the intended outcomes/ performance standards will **not** be achieved and delivered with the level of evidence in support of the proposal deficient in certain areas and require the reviewer to make assumptions. Proposal shows a balance of weaknesses and strengths. |
| **3** | **Acceptable** | The proposal demonstrates reasonable understanding of the Council requirements and issues and provides an acceptable degree of confidence that the intended outcomes/ performance standards will be achieved and delivered with an acceptable level of evidence in support of the proposal, but with some minor reservations. Proposal shows more strengths than weaknesses. |
| **4** | **Good** | The proposal demonstrates a good understanding of the Council requirements and issues and provides a high degree of confidence that the intended outcomes/ performance standards will be achieved and delivered with the level of evidence in support of the proposal fully meeting expectations. |
| **5** | **Very Good** | The proposal demonstrates a comprehensive understanding of the Council requirements and issues and providing an exceptional degree of confidence that the intended outcomes/ performance standards will be achieved and exceeded in most respects with the level of evidence in support of the proposal exceeding expectations and demonstrating clear and strong evidence of delivery. |

**6. Technical and Professional Ability and Relevant Experience**

**A – Project specific questions to assess Technical and Professional Ability**

**Method Statements are required for the following. Each statement will be scored to establish the quality score (0 to 5), which will be weighted to reflect level of importance: -**

**IMPORTANT**

**Please note –** It is only by addressing these requirements in full that you will be able to obtain the highest marks:-

1. Each response must satisfactorily detail and address how your organisation will fulfil and comply with **all** the requirements of this service as detailed in the Specification.
2. Each response must demonstrate how your approach will deliver the expected outcomes and objectives of the service.
3. You are required to evidence your responses to the Method Statements, therefore, please substantiate **all** answers with relevant examples.

Tenderers should be clear that should their offer be accepted, that their submitted Method Statements will be integral to the contract and will be enforceable under the terms of the contract.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. | **Relevant experience and contract examples** | | | |
| Please provide details of up to three contracts, in any combination from either the public or private sector, that are relevant to the Authority’s requirement as detailed in the specification. Contracts for supplies or services should have been performed during the past three years.  The named customer contact provided should be prepared to provide written evidence to the Authority to confirm the accuracy of the information provided below.  Consortia bids should provide relevant examples of where the consortium has delivered similar requirements; if this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle will be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).  Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the principal intended provider(s) or sub-contractor(s) who will deliver the supplies and services. | | | |
|  |  | Contract 1 | Contract 2 | Contract 3 |
| **(a)** | Name of customer organisation |  |  |  |
| **(b)** | Point of contact in customer organisation  Position in the organisation  E-mail address |  |  |  |
| **(c)** | Contract start date  Contract completion date  Estimated Contract Value |  |  |  |
| **(d)** | In no more than **500 words per** contract, please provide a brief description of the contract delivered including evidence as to your technical capability in this market.  Weighting: 10%  **Assessment *Criteria:***   * Responses provided including all information. * Examples are relevant in size and nature to the service outlined in the specification. | | | |
| (e) If you cannot provide at least one example for questions 6.A1 (a) to (d) please provide an explanation for this e.g. your organisation is a new start-up, and demonstrate how you will apply relevant technical capability within this market. (E.g. the relevant experience of the members of your team). | | | | |
| **No more than 1000 words**  **Weighting**: 15%  **Assessment Criteria**:   * Compliance – all information requested has been provided * Evidence of relevant experience and successful delivery consistently demonstrated through ALL examples provided. * Examples provided are similar in value and complexity * Relevant experience in delivering the services, in particular with regard to: * High standard of delivery, including implementation, training and ongoing support throughout the contract period; * Delivering value to the end client efficiently; * Commitment to quality; * Evidence of constructive relationships with other Commissioners and how these were developed and sustained | | | | |

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| **Question 2 – ALL LOTS**  **Please describe how your organisation would fulfil the requirements of the service, as detailed in the service specification?**  **Weighting:** 20%  **Scoring Criteria**  Demonstrated and evidenced knowledge and understanding of the complexities of delivering the project.   * Describe the make-up of the agency, its management structure and specifics re who will be providing this service, giving numbers of staff, qualifications, years of experience, details of work already undertaken, location. * Detail the way in which the different aspects of the specification will be met, and whether any difficulties in meeting any requirement are anticipated. * Specific information about how the service would be organised, accessible, and how the needs of different service users would be met (e.g. would there be a specific time when young people could access the line) and the qualifications and experience of those staffing the service. * Detail how the service will be promoted. * Information about the way in which oversight of the service will be provided and by whom. * Detail of additional support available for professionals, e.g. by opening up training events or offering specialist consultation. * Details how cases will be allocated to ensure an appropriate match of required staff skills to the need of the service user   **Please respond in no more than 2 A4 sides per question:** |
| **Answer** |
| **Question 3 – ALL LOTS**  **How do you ensure and monitor the quality of service delivery?**  **Weighting:** 15%  **Scoring Criteria**  Evidence of commitment to providing a quality service through the use of quality assurance processes.   * Description of how information is collated, what format will be used * Information about how service user views are obtained and incorporated into the monitoring * Views regarding more independent monitoring and evaluation   **Please respond in no more than 2 A4 sides per question:** |
| **Answer** |
| **Question 4 – ALL LOTS**  **What steps do you take to ensure partnership working, flexibility and communication with the Local Authority?**  **Weighting:** 10%  **Scoring Criteria**  Examples of effective partnership working with Local Authority relevant to this service  Evidence of effective signposting to other services  Detail how you engage with other agencies and the local authority.   * Is there a dedicated professional who liaises with the authority and outline under what circumstances this might be necessary. * Evidence of willingness towards flexibly   **Please respond in no more than 2 A4 sides per question:** |
| **Answer** |
| **Question 5 – ALL LOTS**  **Could you tell us about your safeguarding procedure and provide examples of when this has been utilised?**  **Weighting:** 15%  **Scoring Criteria**  Detailed safeguarding procedure with evidence of appropriate application.   * Provision of safeguarding procedures and description of these. * Information about training provided for staff, volunteers, etc, and how often this is refreshed. * Information about situations where safeguarding issues have arisen and the way these were handled, including detailed info about processes (e.g. following up any safeguarding referral made verbally with a letter, confirmation the referral was received, etc.) * Details of any lone working procedure and staff support   **Please respond in no more than 2 A4 sides per question:** |
| **Answer** |
| **LOT 1 ONLY** |
| **Question 6 – LOT 1 ONLY**  **Can you tell us about your referral process and the rationale behind this?**  **Weighting:** 10%  **Scoring Criteria**  Detailed and effective processes taking into account the varying categories of service users.   * How are users able to access the service * Is there one point of reference or more * Can referrals be taken at different location * Do professionals eg. Adoption worker/child’s social worker, use the same referral process. * Are referrals acknowledged in writing   **Please respond in no more than 2 A4 sides per question:** |
| **Answer** |
| **Question 7 – LOT 1 ONLY**  **How would you plan to review ongoing cases and ensure work is task focused towards meeting individual required outcomes?**  **Weighting:** 15%  **Scoring Criteria**  Evidence of effective and outcomes focused reviews.   * Description of how cases are reviewed and by whom. * Information about provision of case summaries for local authority * Information demonstrating how the work met the service user outcomes or did not and why. * How decision to undertake work over a longer than usual period of time is justified and the process for agreeing that decision (e.g. would the LA be consulted in such cases?)   **Please respond in no more than 2 A4 sides per question:** |
| **Answer** |
| **LOT 2 ONLY** |
| **Question 8 – LOT 2 ONLY**  **What do you think are the principles and critical success factors of delivering Adoptive Parenting Training?**  **Weighting: 25%**  **Scoring Criteria**   * Demonstrated & evidenced knowledge and understanding of the complexities of delivering the service. * Demonstrated how the service will be successfully delivered to include location, frequency, delivery methods and outcomes**.**   **Please respond in no more than 2 A4 sides per question:** |
| **Answer** |
| **LOT 3 ONLY** |
| **Question 9 – LOT 3 ONLY**  **What do you think are the principles and critical success factors of delivering Step Parent Adoption Assessments?**  **Weighting: 25%**  **Scoring Criteria**   * Demonstrated & evidenced knowledge and understanding of the complexities of delivering the service. * Demonstrated how the service will be successfully delivered to include location, delivery methods and outcomes.   **Please respond in no more than 2 A4 sides per question:** |
| **Answer** |

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| **Additional Questionnaire modules**  Suppliers who self-certify that they meet the requirements for these additional modules will be required to provide evidence of this if they are successful at contract award stage. Please indicate your answer by marking ‘X’ in the relevant boxes.  Please note that responses will be evaluated on a pass/fail basis.  **B - Insurance**   |  |  |  | | --- | --- | --- | | 1. | Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:  Employer’s (Compulsory) Liability Insurance = £10,000,000  Public Liability Insurance = £10,000,000  Professional Indemnity Insurance = £5,000,000  \* It is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders. | ▢ Yes  ▢ No |   **C – Compliance with equality legislation**   |  |  |  | | --- | --- | --- | | For organisations **working outside of the UK** please refer to equivalent legislation in the country that you are located. | | | | 1. | In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? | ▢ Yes  ▢ No | | 2. | In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds or alleged unlawful discrimination?  If you have answered “yes” to one or both of the questions in this module, please provide, as a separate Appendix, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.  If the investigation upheld the complaint against your organisation, please use the Appendix to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.  You may be excluded if you are unable to demonstrate to the Authority’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring. | ▢ Yes  ▢ No | | 3. | If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? | ▢ Yes  ▢ No |   **D - Health and Safety**   |  |  |  | | --- | --- | --- | | . | Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements. | ▢ Yes  ▢ No | | 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?  If your answer to this question was “Yes”, please provide details in a separate Appendix of any enforcement/remedial orders served and give details of any remedial action or changes to procedures you have made as a result.    The Authority will exclude bidder(s) that have been in receipt of enforcement/remedial action orders unless the bidder(s) can demonstrate to the Authority’s satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches. | ▢ Yes  ▢ No | | 3. | If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? | ▢ Yes  ▢ No |   **7 - Declaration** | | |
|  | I declare that to the best of my knowledge the answers submitted to these questions are correct. 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, and I am signing on behalf of......................... (**Insert name of supplier**).  I understand that the Authority may reject my submission if there is a failure to answer all relevant questions fully or if I provide false/misleading information. I have provided a full list of any Appendices used to provide additional information in response to questions.  I also declare that there is no conflict of interest in relation to the Authority’s requirement.  The following appendices form part of our submission;   |  |  | | --- | --- | | **Section of Questionnaire** | **Appendix number** | |  |  | |  |  | | |
| **QUESTIONNAIRE COMPLETED BY** | |
| 7.1 | Name |  |
| 7.2 | Role in organisation |  |
| 7.3 | Date |  |
| 7.4 | Signature |  |

**Questionnaire – Template for Appendices**

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| **Appendix Number -** |
| **Questionnaire section -** |
| **Question number -** |
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1. See EU definition of SME: http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/ [↑](#footnote-ref-1)