



PQQ CLARIFICATION QUESTIONS AND RESPONSES

Question Number	PQQ Reference Point	Date of Enquiry	Question Raised	Council's Response	Date of Response
1.	A1.3 - CQC Registration for Personal Care	30/10/2012	Is it a requirement of the tender that the provider has a CQC registered office in the Reading borough, or will an office in another nearby borough suffice? If it is a requirement that the office is located within Reading, would you accept submissions from providers who would be able to set up an office within Reading by the start of the contract?	Providing you are CQC registered to provide Personal Care in the UK this is a pass.	31/10/2012
2.	D3.3 - Insurance (Medical Malpractice Insurance)	30/10/2012	Can you confirm that it is £10m minimum for medical malpractice and only £5m for employers liability? Usually we find it is the other way around. In addition £10m medical malpractice seems quite high for a service whereby it is stated in the specification that "the Provider's Staff shall never give consent to treatment for Clients. Medical advice shall be sought when necessary and relatives or Carers shall be contacted."	You are (currently) legally obliged to have a minimum of £5M cover for Employers Liability Insurance. It is our policy that any provider expected to carry out Domiciliary Care tasks have a minimum of £10M cover for Public Liability Insurance and Medical Malpractice Insurance (if not linked to Public Liability Insurance) carries the same indemnity. Providers staff are not to give consent on a clients behalf (as it is not their consent to give).	31/10/2012
3.	E10.1-7 Technical Capability (Word Count)	30/10/2012	Section E10 Technical Capability has 7 questions with a total word limit of 1200 words, giving an average of only 170 words per question. It is very difficult to give answers to these questions in such a low word limit. Would the authority consider raising the word limit? Are we allowed to attach evidence to these questions on top of the word limit?	We feel this word count is appropriate for the collection of information for this section of the PQQ. You are not allowed to attach evidence to these questions on top of the word count limit.	31/10/2012
4.	Appendix & Word Count	30/10/2012	Please could you confirm if additional attachments included in the response questions will affect the word count if I include them as an additional appendix?	Where we ask you to attach an Appendix this is over and above word counts stipulated unless we have stated otherwise.	31/10/2012



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5.	D3.3 - Insurance (Medical Malpractice Insurance)	31/10/2012	Further to our question on medical malpractice, and after speaking to our brokers - we have £5m medical malpractice insurance, however we have £20m in the annual aggregate inclusive of defence costs. Would this be acceptable?	Within the PQQ documentation the Council have stipulated £10m cover for Medical Malpractice Insurance - this is a pass/fail requirement. Therefore any potential provider that cannot demonstrate existing Medical Malpractice Insurance cover of £10m or more (£10m minimum requirement), and cannot provide evidence that this level of insurance cover can be obtained will be scored as a fail.	02/11/2012
6.	E5 - Quality Assurance (Appendix & Word Count)	31/10/2012	We have a question relating to E5 Quality Assurance. You request an attachment as Appendix 10A to be either a quality certificate or details of QA system. If we attach a policy does the 300 word limit apply (in which case we cannot attach the policy), or does the word limit apply in addition to attachments as an explanation of our QA scheme?	The Council have not requested a policy in this section, rather a recognised quality management certificate and/or a 300 word description of what your organisation has in the way of a Quality Assurance scheme in place. The word count in E5.2 is in addition to the requested attachment of an appropriate certificate (or instead of - for those organisations who do not have a certificate).	02/11/2012
7.	Appendix X - ASC Evaluation Criteria & Scoring Scheme Page 6 - E5. Quality Assurance - E5.3	-	AMENDMENT TO DOCUMENT	On Page 6 of Appendix 6 (E5.3) - word count should read 300, not 200.	-
8.	E4.1 Business Continuity	31/10/2012	In relation to question E4.1 in the PQQ, we have Business Continuity Plans for each geographical region as well as service specific plans. Do the Council have a preference which they would like to receive as Appendix 9A please?	Please submit your Business Continuity Plan which covers the closest geographical region to Reading, Berkshire.	02/11/2012



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9.	D2.2 - Electronic Monitoring	31/10/2012	<p>Question D2.3 asks if we accept using an approved RBC electronic monitoring system to invoice the Council for the actual duration of care visits, at no extra charge to ourselves. Can the Council please advise if it plans to use an EMS for supported living schemes of the nature of this tender, as they are more commonly used for short visit domiciliary care?</p> <p>2. Question D2.3 - although you state a system would be at no extra charge to the provider, would the Council allow pricing negotiation if a system were to incur additional back office costs to providers?</p>	<p>1. The Council reserves the right to purchase and implement an electronic monitoring system in the future.</p> <p>2. No. The Council do not intend to pay additional costs as one of the benefits of an electronic monitoring system is foreseen to be the saving in administration costs.</p>	02/11/2012
10.	E3.2 - Team Teach or SCiPr Trained	31/10/2012	<p>There is a specific requirement that the successful service providers staff have specialist training and will be Team Teach or SCiPr trained? Our organisation has our own BILD accredited physical intervention training that is tailored to the people we are supporting. This includes de-escalation and defusion, and breakaway techniques. I am writing to ask whether you would consider widening this criteria to include other BILD accredited training in physical intervention?</p>	<p>As stated in E3.2 Team Teach or SCiPr Trained staff are a specific requirement for a pass. A substitute to these will not be acceptable.</p>	02/11/2012
11.	E3.2 - Team Teach or SCiPr Trained	02/11/2012	<p>With reference to the specialist training requirements for Contract No. SC117 - is an equivalent certification in challenging behaviour and managing conflict as credited by the BILD acceptable?</p>	<p>As stated in E3.2 Team Teach or SCiPr Trained staff are a specific requirement for a pass. A substitute to these will not be acceptable.</p>	02/11/2012



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12.	Estimated Annual Contract Value	06/11/2012	The estimated annual budget for contract is £202,000 per annum. The contracted hours are approximately 243 but the overview states that there may be additional 1:1 hours arranged for each client. Is the estimated annual budget inclusive or exclusive of the potential 1:1 hours?	As advised in the outline requirement; the initial hours at the commencement of the service are expected to be approximately 243 hours per week. Any additional 1:1 hours that may be arranged for each client will be in addition to (these hours and) the estimated annual contract value.	06/11/2012
13.	E3.2 - Team Teach or SCiPr Trained	06/11/2012	Whilst we are able to agree to the requirement of E3.2 around staff training, we also have access to training in CPI's BILD-accredited Autism-specific NCI programme. Would this be considered as an alternative to Team Teach/SCiPr or only in addition to?	As stated in E3.2 (and above) only staff that have been Team Teach or SCiPr Trained are to be provided to work on this contract. This is a pass/fail requirement. Any additional courses you provide your staff that do not satisfy this requirement would be classified as in addition to, not instead of.	06/11/2012
14.	E1. & E2.	06/11/2012	Question E1 initially states 'provide details of up to three contracts from other Local Authorities that are relevant to the provision of autistic spectrum condition services...' and continues 'contract examples provided in this section should be the same as the references provided in E2'. However E2 states that references 'must be customers that the proposed local office has provided supported living that includes personal care for Clients with an Autistic Spectrum Condition - within the last three years.' Please can you clarify?	Document has been amended (see below)	06/11/2012



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15.	Pre-qualification Questionnaire (PQQ) - Page 22 - E2. wording	-	AMENDMENT TO DOCUMENT	On Page 22 of PQQ - Text changed from: These must be customers that the proposed local office has provided supported living that includes personal care for Clients with an Autistic Spectrum Condition - within the last three years. Text changed to: These must be Local Authorities that the proposed local office has provided supported living services to, for Clients with an Autistic Spectrum Condition (within the last three years).	-
16.	E2. - References & Definition: 'Local Office'	06/11/2012	<p>1. Can we have a definition of "local office" as used in A1.3 and E2.1? For example, would a premises in county bounds using a CQC registration from outside county bounds qualify?</p> <p>2. If we do not have an office that meets the definition given for question 1 above, will it be acceptable to bid with the intention of setting up a local office?</p> <p>3. E2.1 states references need to be for services delivered from our local office, if the answer to question 2 is "yes, that is acceptable", will references from comparable services in our organisation be acceptable?</p>	<p>1. Consider your local office as the closest geographical region to Reading, Berkshire - which you intend to supply the contract provision from.</p> <p>2. Yes, that is acceptable</p> <p>3. In order to be issued with a pass; you are required to supply 2 or more suitable references that are: 1) from local authorities; 2) contracts that have delivered supported living services to clients with autistic spectrum condition services; 3) Within past 3 years (and have them received back before the deadline).</p>	06/11/2012
17.	D1 - Financial Information	06/11/2012	Regarding D1.1 (point 2): Do Reading require a balance sheet for the current year or words to summarise performance?	Please supply a balance sheet	12/11/2012



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18.	Outline Requirement (PQQ) - 'Spectrum Star'	07/11/2012	The PQQ states providers "must have demonstrable experience in the Spectrum Star". How is this possible if the Spectrum Star was only launched in September 2012? Even if a provider started using it in September, there would be very little evidence of outcomes achieved to date. Would any other method of outcome monitoring be acceptable?	This should read 'outcome measurement tools', so the answer is yes. PQQ document has been amended (see below).	12/11/2012
19.	Pre-qualification Questionnaire (PQQ) - Outline Requirement (Page 3) wording	-	AMENDMENT TO DOCUMENT	On Page 3 of PQQ in the Outline Requirement - Text changed from: They will have a minimum of 3 years experience of supporting people with an autistic spectrum condition, demonstrable experience in working with the Spectrum Star and will hold current or recent contracts with other Local Authorities for this service type. Text changed to: They will have a minimum of 3 years experience of supporting people with an autistic spectrum condition, demonstrable experience in working with outcome measurement tools and will hold current or recent contracts with other Local Authorities for this service type.	-
20.	E10 - Technical Capability	07/11/2012	Can you confirm whether the Technical E10 response is a separate attachment, all other appendices have been explicitly named and included in the Appendix Check list. What should the attachment be labelled or should the responses be within the body of the PQQ?	The response to section E10 is expected to be included within the body of the PQQ.	12/11/2012



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21.	D3.3 - Insurance (Medical Malpractice Insurance)	08/11/2012	<p>We wish to establish if the wording of the company's The Public Liability insurance policy complies with the Council's requirement that the Provider has Medical Malpractice cover. We believe that since the exception to the exclusion covers administering medicines this is sufficient. We have confirmed with our brokers that our staff are covered by the definition of 'employee' in (ii).</p> <p>The Company's Public Liability insurance cover contains the following exclusion (d) but there is a relevant exception see (ii):</p>	<p>The exception to the medical malpractice exclusion (ii) appears to confirm cover only where the Employee (carer) is "deemed to be in the employment of the public authority for the period of such contract or agreement". All individuals providing services to the council for the purposes of this contract remain the Employee of the contractor. On this basis the exception to the policy exclusion would not apply and so the policy does not meet the council's requirements. If however the policy wording covers contractor's Employees working under a contract with a public authority, it would be acceptable.</p>	12/11/2012



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			<p>Question 21 continued...</p> <p>5. Medical Malpractice</p> <p>d) the rendering or failure to render any other medical or paramedical services other than in respect of:</p> <p>(i) emergency and/or first aid medical services;</p> <p>(ii) the administering of drugs or medicines or procedures pre-prescribed by a medical practitioner and subject to any written guidelines by an employee of the public authority in connection with the business of the public authority provided that no indemnity is available from any other source.</p> <p>For the purpose of this Exception employee means any person who is:</p> <p>i) under a contract of service or apprenticeship with the public authority;</p> <p>ii) supplied to or hired by the public authority under a contract or agreement stipulating that such person shall be deemed to be in the employment of the public authority for the period of such contract or agreement.</p>		
22.	Upper age limit for the Autistic Spectrum Condition Service?	09/11/2012	I would like to clarify whether there is an upper age limit for the Autistic Spectrum Condition Service? Since we are a charity for children and young adults we would only work within an 18-25 year age range. Please advise accordingly.	There is no upper age limit for the Autistic Spectrum Condition Service, therefore any Clients above the age of 25 would need to be included.	12/11/2012