

**ANNEX 1- Tender Evaluation Documents**

**INVITATION TO TENDER FOR WILTSHIRE COUNCIL**

**URN Ref: AC1390**

**Title of Requirement: Care and Support Services at Furlong Close**

**Submission Deadline: 10th August at 12:00 Noon**

**Instructions**

**Section 1 – Provider Self-Assessment**

Tenderers are required to complete the Provider Self-Assessment form ensuring that a response has been provided for each question.

Unless otherwise stated (see table below) all questions are for information only.

The table below details which questions from the Provider Self – Assessment that have a Pass/Fail Status. Tenderer who ‘Fails’ will have their tender rejected.

|  |  |  |
| --- | --- | --- |
| Section | Question | Minimum expectation to achieve a Pass |
| Quality | Please list all your services, with the date of the last CQC inspection and the rating. For those services rated as Requires Improvement and/or Inadequate, please also attach the CQC action plan and associated documentation | Tenderers who have services rates by CQC as inadequate within Wiltshire will not achieve a pass.  The Council may fail at its sole discretion fail any submission from a Tenderer that has multiple services (within and outside of Wiltshire) rated as inadequate. |

**Section 2 – Tender Evaluation Questions**

Contained within this section are the tender evaluation questions. You are required to complete and submit a response for each question, you must also note the word count for your response.

The questions relate directly to criteria within the Service Specification. Responses should address the criteria and Tenderers should be mindful that the criterion may appear more than once within the Service Specification in full.

Below is, Table 2 – Summary Detail, is summary of the weighting and scores available for each question.

The maximum quality marks available is 445, which makes up 40% of the overall score available

Please ensure that you have read the ITT, and associated documentation, before you complete and submit responses to the evaluation questions.

**Section 3 – Presentation Details**

As detailed within the ITT the top three scoring tenderers will be invited through to the presentation stage. The questions for the presentation are contained at within section 3. Tenderers are not required to submit a presentation as part of their Tender submission. The questions are provided as information only at this stage.

The maximum marks available for the presentation is 25, which makes up 20% of the overall score available.

The presentation must answer all the questions /points detailed in section 3. Further details relating to the presentation such as format, attendees and length of presentation will be outlined in the presentation inviting the top three scoring Tenderers to the Presentation Stage.

**MUST BE SUBMITTED**

**SECTION 1 – Provider Self -Assessment Form.**

|  |
| --- |
| **Residential Care, Supported Living & Day Services** |

|  |  |
| --- | --- |
| **Name of Owner - Contact Details** |  |
| **Name of Provider** |  |
| **Current services you deliver** (i.e. RCH, SL, Day service) |  |
| **Address** - please provide registered head office |  |
| **Address** - please provide local office, if applicable |  |
| **Telephone & Email** – please include contact no. & email for future care package opportunities |  |
| Total number of current packages in Wiltshire |  |
| Total number of current packages in other Local Authorities |  |

(I hereby confirm that the following information provided within this monitoring form is accurate, up to date and to the best of my knowledge)

|  |  |
| --- | --- |
| Date form completed |  |
| Name of person completing this form |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Are you a member of Wiltshire Care Partnership? | Choose an item. | Are you a member of any other association, framework or alliance? (please list) |  |

**Evidence requirements**

The Whole Life Commissioning team commission support services for adults of working age, this may also cover young adults (16-25) who may present with a range of needs:

* mental health needs
* learning disability (with or without dementia)
* autistic spectrum condition
* physical or sensory needs
* social, emotional and behavioural needs
* speech, language and communication needs

**Person Centred Care**

|  |  |
| --- | --- |
| Do you consider and review the capacity of all your customers when specific decisions need to be made which may affect their care and support? | Choose an item. |
| If a person is considered to lack capacity do you engage advocates to support them? | Choose an item. |
| How often do you complete a review and update customer paperwork? | Choose an item. |
| Do you manage the finances for any customers? | Choose an item. |
| Is the customer/family involved in the care planning? | Choose an item. |
| If a customer has a Lasting Power of Attorney (Health & Welfare / Property and Financial Affairs) have you a copy of the certificate/notification on file? | Choose an item. |
| Do customers have a:   * care plan * risk assessments * one-page profile * appropriate documentation i.e. MARs Charts * A hospital passport | Choose an item.  Choose an item.  Choose an item.  Choose an item.  Choose an item. |
| How do you involve customers, family, friends, professionals in an annual survey? | Choose an item. |
| Do you record how your staff promote choice and independence daily? | Choose an item. |

**Safety and Safeguarding**

|  |  |
| --- | --- |
| Do you have a written policy and procedure for safeguarding and protecting vulnerable adults? | Choose an item. |
| Are your staff given instruction on how to raise a safeguarding alert? | Choose an item. |
| Is this training recorded? | Choose an item. |
| Have your staff received training in Mental Capacity Act and Deprivation of Liberty Safeguards? | Choose an item. |
| Is a whistle-blower policy easily accessible for staff to refer to? | Choose an item. |
| Is the customer and family involved in that decision? | Choose an item. |
| Are staff aware of your medication policy? | Choose an item. |
| Do all staff receive medication training? | Choose an item. |
| Do all staff have moving and handling training? | Choose an item. |
| Number of packages of care handed back in the last 12 months? |  |

**Staffing: Recruitment and Retention**

|  |  |
| --- | --- |
| Total number of staff? |  |
| How many full-time staff? |  |
| How many part-time staff? |  |
| Do you have a robust recruitment system in place? | Choose an item. |
| Total number of staff departures in the last 12 months? |  |
| Are all care workers references verified before a care worker starts work? | Choose an item. |
| Do you, complete staff spot checks?  If yes, how regularly (please specify) | Choose an item.  Choose an item. |
| Do all staff have ID badges? | Choose an item. |
| Do you have an induction process in place? | Choose an item. |
| Do staff have regular supervision meetings?  Do your staff have appraisals? | Choose an item.  Choose an item. |
| Have any staff been subject to disciplinary action in the last 12 months?  If yes, how many? | Choose an item. |
| Do you use bank staff? | Choose an item. |
| Number of hours covered, on average, by bank staff?  (Either daily/weekly or monthly) |  |
| Reason for use of bank staff?  (if other please specify) | Choose an item. |

**Training**

|  |  |
| --- | --- |
| Is your training matrix up-to-date? | Choose an item. |
| What percentage of your staffs training is completely up-to-date (please specify) | % |
| Do your staff receive a person-centred approach to care training? | Choose an item. |
| Do all your staff receive regular updated moving and handling training? | Choose an item. |

**Quality**

|  |  |
| --- | --- |
| Do you sub-contract out any of your care? | Choose an item. |
| Who do you sub-contract to? If yes, why? |  |
| Do you have a Quality Assurance system in place? | Choose an item. |
| How frequently are your policies and procedures reviewed? (please see policy & procedures list below) | Choose an item. |
| Do you have an Evacuation Plan in place? | Choose an item. |
| Are all old files archived to ensure that only current and relevant information is held in the customer’s home? | Choose an item. |
| Do you have a retention schedule for documents? (please specify)  i.e. Contracts – 8 years + current, finance – 5 years + current, etc | Choose an item. |
| Please list all your services, with the date of the last CQC inspection and the rating. For those services rated as Requires Improvement and/or Inadequate, please also attach the CQC action plan and associated documentation | **Service** |
|  |
| **CQC rating** |
|  |

**Data Protection & Information Security**

|  |  |
| --- | --- |
| Are you registered with the Information Commissioner's Office as a Data Controller? | Choose an item. |
| Do you back up your data? | Choose an item. |
| Do you have a password policy? | Choose an item. |
| Is your email configured to be secure? | Choose an item. |
| Do you have a business continuity plan for cyber security incidents? | Choose an item.  If not, is this something you are considering? |

**Policies and Procedures – do you have the following in place?**

|  |  |
| --- | --- |
| Lone working | Choose an item. |
| Incidents/accidents – staff and customers | Choose an item. |
| QA systems | Choose an item. |
| Bullying | Choose an item. |
| Infection control | Choose an item. |
| Code of conduct | Choose an item. |
| Concerns and complaints | Choose an item. |
| Control of substances hazardous to health | Choose an item. |
| Confidentiality and disclosure of information | Choose an item. |
| Control, storage, disposal, recording and administration of medicines | Choose an item. |
| Death of a customer | Choose an item. |
| Disposal of clinical waste | Choose an item. |
| Equal opportunities | Choose an item. |
| Fire safety | Choose an item. |
| Staff training matrix | Choose an item. |
| Infection control policy | Choose an item. |
| Safeguarding policy | Choose an item. |
| Manual handling | Choose an item. |
| Restraint | Choose an item. |
| Positive Behaviour Management | Choose an item. |
| Health & Safety | Choose an item. |
| Maintenance of equipment | Choose an item. |
| Food safety and nutrition | Choose an item. |
| Management of customers’ financial affairs | Choose an item. |
| Missing persons | Choose an item. |
| MCA/DOLs/Best Interest Decision making process | Choose an item. |
| Safer recruitment | Choose an item. |
| Pre-admission documentation | Choose an item. |
| Smoking policy | Choose an item. |
| Grievance and disciplinary | Choose an item. |
| Staff supervision/appraisal | Choose an item. |

**MUST BE SUBMITTED**

**SECTION 2 – Tender Evaluation Questions**

*Table 2 – Summary detail*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criterion** | **Question Number** | **Weighting** | **Maximum Score Available** | **Word Count** |
| **Person Centred Care** | 1.1 | 5 | 25 | 450 |
| 1.2 | 3 | 15 | 250 |
| 1.3 | 3 | 15 | 250 |
| **Safety and Safeguarding** | 2.1 | 4 | 20 | 350 |
| 2.2 | 3 | 15 | 250 |
| 2.3 | 2 | 10 | 150 |
| **Community inclusion** | 3.1 | 3 | 15 | 250 |
| 3.2 | 5 | 25 | 450 |
| 3.3 | 2 | 10 | 150 |
| **Training** | 4.1 | 3 | 15 | 250 |
| 4.2 | 4 | 20 | 350 |
| 4.3 | 2 | 10 | 150 |
| 4.4 | 5 | 25 | 450 |
| 4.5 | 3 | 15 | 250 |
| **Quality** | 5.1 | 2 | 10 | 150 |
| 5.2 | 2 | 10 | 150 |
| 5.3 | 5 | 25 | 450 |
| **Progression Planning** | 6.1 | 4 | 20 | 350 |
| 6.2 | 3 | 15 | 250 |
| **Co-production** | 7.1 | 4 | 20 | 350 |
| 7.2 | 2 | 10 | 150 |
| **Supporting Documents** | 8.1 | 5 | 25 | Separate Document |
| 8.2 | 4 | 20 | Separate Document |
| 8.3 | 5 | 25 | Separate Document |
| **Additional feedback** | 9.1 | 3 | 15 | 250 |
| 9.2 | 3 | 15 | 250 |

**Tender Evaluation Questions**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Criteria** | **Question Number** | | **Quality questions** | | **Weighting** | **Score Available** | **Max. Word limit** |
| Person Centred Care | **1.1** | | How do you ensure care plans are person centred and outcome focussed? | | 5 | 25 | 450 |
| Tenderers Response | | | *[Insert response here]* | | | | Word Count: |
| Person Centred Care | **1.2** | | How will you engage with people living at Furlong Close and their families from day one to deliver an enabling model of support and ensure their voices are heard and acted upon? How will you use different communication channels and technology to engage families? | | 3 | 15 | 250 |
| Tenderers Response | | | *[Insert response here]* | | | | Word Count |
| Person Centred Care | **1.3** | | This service consists of a diverse group of individuals with different needs and interests. What is your experience of supporting people with a mix of needs, ages and levels of need? | | 3 | 15 | 250 |
| Tenderers Response | | | *[Insert response here]* | | | | Word Count |
| Safety and Safeguarding | **2.1** | | Are you aware what constitutes a Deprivation of Liberty Safeguards and what actions would you take if you felt this was occurring? | | 4 | 20 | 350 |
| Tenderers Response | | | *[Insert response here]* | | | | Word Count |
| Safety and Safeguarding | **2.2** | | Describe how you promote the safeguarding and welfare of your customers? | | 3 | 15 | 250 |
| Tenderers Response | | | *[Insert response here]* | | | | Word Count |
| Safety and Safeguarding | **2.3** | | What incidences do you report and to whom? | | 2 | 10 | 150 |
| Tenderers Response | | | *[Insert response here]* | | | | Word Count |
| Community inclusion | **3.1** | | How do you develop links for your customers to be part of the local community? | | 3 | 15 | 250 |
| Tenderers Response | | | *[Insert response here]* | | | | Word Count |
| Community inclusion | **3.2** | | We are commissioning a like for like service with a mix of residential and supported living services onsite. Please describe how you would deliver and improve services to ensure a vibrant and inclusive community. | | 5 | 25 | 450 |
| Tenderers Response | | | *[Insert response here]* | | | | Word Count |
| Community inclusion | **3.3** | | How would you provide flexible support across a number of properties? | | 2 | 10 | 150 |
| Tenderers Response | | | *[Insert response here]* | | | | Word Count |
| Training | **4.1** | | Of the list of evidence requirements on page one, please describe which areas your organisation has experience in? | | 3 | 15 | 250 |
| Tenderers Response | | | *[Insert response here]* | | | | Word Count |
| Training | | **4.2** | | What specific training do staff receive in relation to the needs of the people we support and how do you monitor and evaluate staff competency? | 4 | 20 | 350 |
| Tenderers Response | | | | *[Insert response here]* | | | Word Count |
| Training | | **4.3** | | How will you ensure that you will identify and meet any training and knowledge gaps for the staff at Furlong Close? | 2 | 10 | 150 |
| Tenderers Response | | | | *[Insert response here]* | | | Word Count |
| Training | | **4.4** | | How will you ensure a seamless transition for the staff that will TUPE across to your organisation? | 5 | 25 | 450 |
| Tenderers Response | | | | *[Insert response here]* | | | Word Count |
| Training | | **4.5** | | What strategies do you use to support people with behaviours that challenge? | 3 | 15 | 250 |
| Tenderers Response | | | | *[Insert response here]* | | | Word Count |
| Quality | | **5.1** | | Provide the number and nature of **compliments** received in the last 12 months and how you are using the positive feedback to improve your services? | 2 | 10 | 150 |
| Tenderers Response | | | | *[Insert response here]* | | | Word Count |
| Quality | | **5.2** | | Provide the number and nature of **complaints** received in the last 12 months, if they have been resolved and what action plan was put in place to address issues? How has the outcome improved the service? | 2 | 10 | 150 |
| Tenderers Response | | | | *[Insert response here]* | | | Word Count |
| Quality | | **5.3** | | The service was rated Requires Improvement by CQC following the most recent inspection. What approach would you take to bring this service up to Good? Please give examples of where you have improved CQC ratings. | 5 | 25 | 450 |
| Tenderers Response | | | | *[Insert response here]* | | | Word Count |
| Progression Planning | | **6.1** | | Please evidence where you have been able to improve independence and promote progression plans and pathways for individuals. How does your service model support people to learn the skills they need for independent living (where appropriate) managing the following?   * their tenancy * engage in education * training and employment | 4 | 20 | 350 |
| Tenderers Response | | | | *[Insert response here]* | | | Word Count |
| Progression Planning | | **6.2** | | How will you continue to build independence and empower people to build community inclusion in a rural location i.e. accessing facilities and activities in Rowde and neighbouring towns?  *Where possible, please provide an example where you have delivered successful outcomes to achieve this*. | 3 | 15 | 250 (plus case study - 250) |
| Tenderers Response | | | | *[Insert response here]* | | | Word Count |
| Co-production | | **7.1** | | How will you work with health, social care and other partners to provide joined-up, person-centred provision, including working with specialist services such as hospitals to support people to be discharged from hospital to a safe environment which will promote their recovery? | 4 | 20 | 350 |
| Tenderers Response | | | | *[Insert response here]* | | | Word Count |
| Co-production | | **7.2** | | How will you work with other key stakeholders to deliver services, including day services, that promote independence, learning and developing new skills? | 2 | 10 | 150 |
| Tenderers Response | | | | *[Insert response here]* | | | Word Count |
| Supporting Documents | | **8.1** | | Please summarise how you will ensure your organisation is ready to start delivering this new service in October 2021.  Please attach a **Mobilisation Plan**, detailing key milestones and the actions you would take to implement this service on time, including any co-production activities you are planning | 5 | 25 | Separate Document Reference Number: |
| Tenderers Response | | | | *[Insert response here]* | | | Word Count |
| Supporting Documents | | **8.2** | | Please attach a copy of your **Business Continuity Plan** | 4 | 20 | Separate Document Reference Number: |
| Tenderers Response | | | | *[Insert response here]* | | | Word Count |
| Supporting Documents | | **8.3** | | The Social Value Act (SVA) requires us to consider how procurement could improve the social, economic and environmental well-being. Explain how you would promote social value in the wider community and work with us to improve the economic, social and environmental impact on the well-being of the residents in Wiltshire, in-line with our Wiltshire Business Plan. Please attach a **Community Benefits Plan** to deliver benefits and social value in the area of Wiltshire. | 5 | 25 | Separate Document Reference Number: |
| Tenderers Response | | | | *[Insert response here]* | | | Word Count |
| Additional feedback | | **9.1** | | What is working well in your existing services? | 3 | 15 | 250 |
| Tenderers Response | | | | *[Insert response here]* | | | Word Count |
| Additional feedback | | **9.2** | | What could be improved in your existing services? | 3 | 15 | 250 |

**SECTION 3 – Presentation Details**

**Summary Detail**

|  |  |  |
| --- | --- | --- |
| **Question Number** | **Weighting** | **Maximum Score Available** |
| 1 | 1 | 5 |
| 2 | 1 | 5 |
| 3 | 1 | 5 |
| 4 | 1 | 5 |
| 5 | 1 | 5 |
| **Total Marks Available** | | **25** |

|  |  |  |
| --- | --- | --- |
| **Question Number** | **Question** | **Weighting** |
| 1 | How will you ensure (please use examples) that the small community at Furlong Close, which is a mix of residential and supported living, will continue to provide a vibrant and inclusive community and enhance the lives of its residents and day-service users? What ideas and innovations you would bring to Furlong Close and its day service to further enrich the lives or residents and users (again, please use examples)? | 1 |
| 2 | As you may be aware the Friends and Family of Furlong Close are seeking to develop options for a long-term future for the site for its residents and others. With this in mind please can you describe how your organisation would support service development. Please provide examples of how you would engage with residents and family representatives with regard to the development of the site so as to ensure that service development continues to meet the changing needs of the individual residents at Furlong Close. | 1 |
| 3 | How will you ensure that there is continuity of care at Furlong Close by the existing carers, whom the residents and their relatives have come to know and trust over many years? Please can you describe your proposed approach to ensuring continuity of care, with particular regard to existing keyworkers. | 1 |
| 4 | Please describe how you will provide *in situ* care for residents in the early to mid-stages of dementia. You may use examples of how you provide such care to adults with learning disabilities? | 1 |
| 5 | What is your level of confidence that you will be able to obtain the approval of the CQC for the registration of the site under your management and raise the CQC ratings going forward. Please provide specific explanations of how you would intend to achieve these objectives. | 1 |