**INVITATION TO TENDER**

**To be awarded a place on a Pseudo Dynamic Purchasing System – under the light touch regime**

**For the Provision of Specialist Provider Services from the Specialist Provider Framework**

**Schedule 4 Technical Quality Questionnaire**

**Tender Reference: DN667265**

**Instructions for completing this schedule for suppliers**

1. Suppliers are required to respond to all questions within this section
2. The council is looking for bespoke answers and suppliers should note that generic answers will not score highly.
3. Questions will be scored on a scale of 0-5 and further information on scoring of this schedule is provided within Schedule 1
4. All questions have a word count limit of 500 words **unless** otherwise specified within the question.
5. Suppliers should answer within the boxes provided and NOT refer to attachments unless absolutely necessary and only then to support a written answer.
6. Any attachments provided must be referenced to the appropriate question number. Attachments not referenced will not be opened or scored.

**Evaluation Criteria**: **Service Delivery Model (30%)**

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| **Question** | **Area: Service Delivery Model** | **30%** |
|  | Outline how your organisation intends to meet the requirements of the framework? In your response we will be looking for evidence of the following but not limited to:* About your organisation (size, scope, values, aims, strategy, models of support)
* Experience of delivering any of the Specialist Services being tendered for (Community Based Support Service, Day Services , Mentoring Service and Supported Living Services)
* How do you monitor and deliver quality – including service improvement measures?
* Partnership working with other organisations to support individuals/families, collaboratively/multi-agency working including working with Health Services to support individuals to maintain good health and to live a healthy lifestyle.
* Organisational structure
* What ongoing support and opportunities do you provide to your staff delivering the services? Such as:
1. Appropriately qualified and experienced staff
2. Appropriate supervision and support of staff
3. Additional training or qualifications available
4. Strengths based approach
5. Safeguarding
6. Person-centred approach
7. Equality, Diversity and Inclusion

**Supplier response (Word limit – 3000 words and training matrix for staff (excluded from word limit)):** |

**Evaluation Criteria: Knowledge and Experience (20%)**

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| **Question** | **Area: Knowledge and Experience** | **20%** |
|  | **What is your Organisation’s knowledge and experience of delivering outcomes based support to Individuals?** In your response we will be looking for evidence of the following: * Understanding of outcomes based support and progression towards outcomes
* How would you support individuals to progress towards outcomes
* Ability to keep accurate records of services provided, milestones reached towards outcomes

**Provider response: (Word limit – 1500)** |

**Evaluation Criteria: Equality (10%)**

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| **Question** | **Area: Equality** | **10%** |
|  | **Detail your knowledge of Equality and Diversity (Word limit - 750)**What does your organisation do to ensure good equality and diversity practices are embedded within both your practices as an employer and as a service provider? Please reference your policy in regard to equality, diversity, protected characteristics and the Equality Act 2010. * Demonstrates a good understanding of the Equality Act 2010, including the Public Sector Equality Duty
* Demonstrates as an employer that equality of opportunity is integral to recruitment & selection, training, retention, promotion and employee management
* Demonstrates that services are monitored, reviewed and tailored to ensure the needs of diverse service users and their differing requirements are met.

**Provider response: (Word limit - 750)** |

**Evaluation Criteria: Climate Change (10%)**

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| **Question** | **Area: Climate Change** | **10%** |
|  | How will your organisation address environmental sustainability in terms of contributing to the Council’s Environmental policy [About our environmental policy | South Gloucestershire Council (southglos.gov.uk)](https://www.southglos.gov.uk/environment/our-environmental-policy/environmental-policy/)Some suggested areas could be?* Reduce carbon dioxide (CO2) emissions
* Reduce energy use
* Increase the development and use of renewable energy
* Reduce transport emissions
* Reduce waste and increase reuse and recycling
* Use water efficiently, and sustainably manage the water environment
* Use materials efficiently and procure materials and services from sustainable sources
* Prevent pollution of land, water and air
* Protect and enhance biodiversity

**Provider response: (Word limit - 500)** |

**Evaluation Criteria: Social Value (10%)**

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| **Question** | **Area: Social Value** | **10%** |
|  | Please choose any (one or more) social value initiatives that you could offer to the Council as part of this contract. Please also explain how you intend to deliver these Social Value initiatives in your answer.Please see the South Gloucestershire Social Value: targets, outcomes and measures and consider which measures are best suited to your service delivery to base your answer on.*NOTE: The Council is NOT looking for what initiatives you currently have within your company as ‘business as usual’ or doing at present with other customers (although you may look to replicate what you have done with other customers with the Council). The Council is interested in proposals of what exactly you will offer for this contract and how you intend to deliver such initiative(s) so that these can be tracked throughout the resulting contract. For guidance on what areas are important to the Council please refer to the following link:* <http://www.southglos.gov.uk/business/tenders-and-contracts/creating-social-value-south-gloucestershire/>**Provider response: (Word limit - 500)** |

**Evaluation Criteria: Compliance with Terms & Conditions (Pass or Fail)**

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| **Question** | **Area: Terms & Conditions** | **Part of specification (if applicable): N/A** |
|  | Please confirm your acceptance of the Terms & Conditions within Schedule 6. Any clarifications regarding Terms & Conditions **MUST** be submitted prior to closing date for all clarifications.**Supplier response:** |