**GENERAL**

1. **Read the documentation** and understand what is required of you. As a rule of thumb Appendices are provided for your information and Schedules will need to be completed and submitted to the Council.
2. **Provide all of the information requested**. If you cannot provide some of the information, for whatever reason, explain why.
3. **Don’t include publicity material** in your submission unless you have specifically been asked to.
4. **Don’t be put off** by the invitation to tender documentation – you can always ask for help.
5. The invitation to tender includes a **contact email** if you have any questions. All questions, and their answers, will be shared with the other tenderers unless it is agreed to be commercially sensitive.
6. You must **complete and return the documents by the given time and date**, making sure that you sign everything that you are requested to sign. The majority of tenders are now required electronically.
7. **Check other important dates** against your diary –
   1. When is the last day for clarification questions?
   2. When will the presentations be held?
   3. Are site visits required?
8. Generally, **start with Schedule 1** and then work your way through numerically - however leave the Tender Checklist until last. If you cannot meet any “Entry Level Questions” the Council is unlikely to consider your tender without full justification.
9. **Cross reference the answers** in your response to the questions in the invitation to tender. It is usually easier to insert your answers into the Council’s documents.
10. **Read the questions carefully** and answer them accurately and precisely. If there are a number of elements mentioned in the question make sure your answer covers all of these as this will impact on the evaluation score.
11. **Don’t worry about spelling** as this is not considered.
12. If the formatting gets messed up **use the “Format Painter” or equivalent** in your software to copy the formatting from another unaffected area.
13. If you do copy answers from another tender, remember to **replace the Council name**!
14. Where the **number of words** is limited this often relates to the importance of the question. A maximum 100 words needs to be short and to the point – don’t waffle! A maximum 1,000 words however should explain in detail (see also 10.).
15. Remember to **split the Technical and Commercial responses** as instructed in the invitation to tender.
16. Ensure you **understand any TUPE implications** and contact the existing supplier(s) direct if you have any questions.

(Where TUPE = Transfer of Undertakings (Protection of Employment) Regulations)

1. **Be clear on your pricing model** and state any assumptions that you have made when pricing (for example, resources required by you and/or the Council, timetables, etc.).
2. If you are unsuccessful, make sure that you **ask for feedback** as you are entitled to one and it will help you to identify areas for improvement
3. If you decide not to tender **please tell us why**.

**SPECIFIC TO THIS TENDER**

**Title:** Community Based Support Framework

**Evaluation:** Total Cost 60%

Quality 40%

**Why are we tendering?**

1. The Public Contracts Regulations 2015 introduced new requirements on advertising tender opportunities for “Social and Other Specific Services”.
2. Continued budget pressure means that the Council needs to look at different ways of commissioning services.
3. A number of consultation events were held during 2016 and copies of the presentation, minutes and question and answers have been provided as appendices for information (see Appendices Hi, Hii, Hiii, I and J).

**Specification**

1. **This is a new model** which moves away from traditional ‘task and time’ based services, to a more flexible approach, where people are supported to regain or attain independence to an optimum level and decrease the need for paid support
2. Under the new model, providers will be incentivised to reduce the need for formal paid care and support through a **gain share model** (see appendix G)
3. In the event that your organisation does not have experience of delivering the service specified, please base your answers at Schedule 3, on how you would meet these requirements. Be realistic about what you can offer and **consider how your previous experience would be transferrable.** The Council welcomes an innovative approach.
4. The council places a strong focus on providers **developing close links with the voluntary and community sector** in achieving the aims of the service, please ensure that you take this into consideration in your responses.

**Terms and Conditions**

1. **What is a framework agreement?** A framework agreement is a general phrase used for agreements with suppliers that set out terms and conditions, and often pricing, under which agreements for specific purchases (known as call-off contracts) can be made throughout the term of the agreement. In most cases a framework agreement will not itself commit either party to purchase or supply.
2. Please **read through the terms and conditions** carefully. Please pay particularly attention to Schedules 2 & 3. Please consider whether your organisation can meet the specific requirements, for example, insurance requirements.