

**TORBAY COUNCIL**

**Part 4 Award Questionnaire**

**Contract Reference**

**TCOS4320**

**Contract Title**

**Floating Support for People who have  
been Rough Sleeping**

**Maximum Period of Contract**

**6 Years  
(3+1+1+1 years)**

**Return Date**

**Monday 14 December 2020**

**Return Time**

**12:00 Noon**

**Return To**

**[www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)**

**Applicant Name**

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# Stage Two – Award

## Section A. Pass / Fail Criteria

The questions within this section shall be assessed on the basis of pass or fail.

Question Number	Questions	Response
1	<p>Your organisation is required to have the following robust and up-to-date policies and procedures in place, as stated in section 2.3 of Part 2 Specification. These will be regularly reviewed and updated as necessary during the life of the contract, and which meet requirements set out in section 2.1, 2.2 and 2.7 of Part 2 Specification:</p> <ul style="list-style-type: none"><li>• Safeguarding (Children and Adults);</li><li>• Equalities;</li><li>• Employment;</li><li>• Mental Capacity; and</li><li>• Safer Recruitment.</li></ul> <p>Please confirm your compliance with this requirement.</p> <p><b>Minimum Requirement / Evaluation Criteria</b></p> <p>This question will be evaluated on the basis of your self-assessment as to whether you meet the requirement. A Yes response will be deemed a Pass and a No response will be deemed a Fail.</p> <p><b>Evidencing Compliance</b></p> <p>You do not need to provide copies of the policies and procedures stated above at this stage. You will be required to submit these following Contract Award as part of the due diligence process.</p>	Yes / No

<p><b>2</b></p>	<p>Your organisation is required to have in place at the Contract start date the following:</p> <ul style="list-style-type: none"> <li>• All required staff or a plan to mitigate for delays in recruitment;</li> <li>• Appropriate and up to date DBS checks for the staff working in the services;</li> <li>• Risk management and internal governance systems; and</li> <li>• Operational case management systems with requisite reporting functions.</li> </ul> <p>Please confirm your compliance with this requirement.</p> <p><b>Minimum Requirement / Evaluation Criteria</b></p> <p>This question will be evaluated on the basis of your self-assessment as to whether you meet the requirement. A Yes response will be deemed a Pass and a No response will be deemed a Fail.</p> <p><b>Evidencing Compliance</b></p> <p>You are required to submit an implementation plan that includes the above points as a minimum within two weeks of Contract Award. This plan will be scrutinised as part of the due diligence process to ensure the above requirements are met.</p>	<p><b>Yes / No</b></p>
<p><b>3</b></p>	<p>Your organisation is required to supply the Council with a Business Continuity Plan and Exit Strategy within 4 weeks of the Contract start date?</p> <p>Please confirm your compliance with this requirement.</p> <p><b>Minimum Requirement / Evaluation Criteria</b></p> <p>This question will be evaluated on the basis of your self-assessment as to whether you meet the requirement. A Yes response will be deemed a Pass and a No response will be deemed a Fail.</p>	<p><b>Yes / No</b></p>

4	<p>Your organisation is required to supply accurate performance information at times specified by the Council, including information to be supplied to MHCLG.</p> <p>Please confirm your compliance with this requirement.</p> <p><b>Minimum Requirement / Evaluation Criteria</b></p> <p>This question will be evaluated on the basis of your self-assessment as to whether you meet the requirement. A Yes response will be deemed a Pass and a No response will be deemed a Fail.</p> <p><b>Evidencing Compliance</b></p> <p>As stated in Question 2, you are required to submit an implementation plan within two weeks of Contract Award. How you propose to supply the Council with accurate performance information must be included in this implementation plan and will be scrutinised as part of the due diligence process.</p>	Yes / No
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## Section B. Method Statements

Applicants are required to submit Method Statements. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and appropriate in length. Supporting information may be submitted, provided that it is clearly labelled, referenced in the question to which it relates and appended to the main submission.

The evaluation of the response will not go beyond the word limit that has been set, if applicable.

Method Statement Number	Method Statement	% Score
1	<p>Describe how your organisation satisfies the specific requirements stated in section 3.1 and 3.2 of Part 2 Specification.</p> <p>Your response should as a minimum address the following:</p> <ul style="list-style-type: none"> <li>How you support people with multiple experiences of homelessness to maintain their tenancy, build resilience and avoid any additional experiences of homelessness.</li> </ul> <p><b>Page Limit –6 pages of A4 at Font size 12</b></p>	22.00%
<b>Response:</b>		
2	<p>Describe how your organisation satisfies the specific requirements stated in section 3.7 of Part 2 Specification.</p> <p>Your response should as a minimum address the following:</p> <ul style="list-style-type: none"> <li>How your organisation supports staff to work in a trauma informed, strength based way; and</li> <li>How people who access the service are treated with unconditional positive regard.</li> </ul> <p><b>Page Limit – 6 pages of A4 at Font size 12</b></p>	22.00%
<b>Response:</b>		

<p><b>3</b></p>	<p>Describe how your organisation satisfies the specific requirements stated in section 3.3 of Part 2 Specification.</p> <p>Your response should as a minimum address the following:</p> <ul style="list-style-type: none"> <li>• How you respond flexibly to people who access the service.</li> </ul> <p><b>Page Limit – 4 pages of A4 at Font size 12</b></p>	<p><b>15.00%</b></p>
<p><b>Response:</b></p>		
<p><b>4</b></p>	<p>Describe how your organisation satisfies the specific requirements stated in section 3.4 and 3.5 of Part 2 Specification.</p> <p>Your response should as a minimum address the following:</p> <ul style="list-style-type: none"> <li>• Ensuring staff have an appropriate level of skills and knowledge to provide support to enable people who have experienced homelessness to maintain their accommodation;</li> <li>• Staff supervision; and</li> <li>• Mechanisms to effectively communicate policies, procedures and other relevant information to staff.</li> </ul> <p><b>Evidencing Compliance</b></p> <p>You do not need to provide copies of the policies and procedures covering staff training, supervision and communication with staff at this stage. You will be required to submit these policies and procedures following Contract Award as part of the due diligence process.</p> <p><b>Page Limit – 4 pages of A4 at Font size 12</b></p>	<p><b>5.00%</b></p>
<p><b>Response:</b></p>		





## Section C. Technical Questions

Applicants are required to submit their responses to the following Technical Questions. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and appropriate in length. Supporting information may be submitted, provided that it is clearly labelled, referenced in the question to which it clearly relates and appended to the main submission.

The evaluation of the response will not go beyond the word limit that has been set, if applicable.

Technical Question Number	Technical Question	% Score
1	<p>Please provide details as to the how the organisation and software is compliant with the General Data Protection Regulation (GDPR).</p> <p>Your response should as a minimum include:</p> <ul style="list-style-type: none"> <li>• Your Data Protection Register Number and expiry date;</li> <li>• Details of your Data Protection Officer (if applicable) and their responsibilities;</li> <li>• Details of how you review and update your policies for processing data on behalf of your data controllers;</li> <li>• Your processes for detecting and communicating data breaches;</li> <li>• How the system complies with the information rights of data subjects including right to be informed (transparency), the right of subject access, right to be forgotten and right to rectification;</li> <li>• Details of your records management policy, including details on how data is reviewed and deleted, according to the appropriate retention schedules; and</li> <li>• Details of the data protection and security training employees in your organisation receive.</li> </ul> <p><b>Evidencing Compliance</b></p> <p>You need to provide copies of any relevant data protection policies and procedures as appendices to accompany your response to this question.</p>	6.00%

	<p><b>Page Limit – 4 pages of A4 at Font size 12 (excluding appendices)</b></p>	
<p><b>Response:</b></p>		
<p><b>2</b></p>	<p>Describe how your organisation satisfies the specific requirements stated in section 6 of Part 2 Specification.</p> <p>Your response should as a minimum address the following:</p> <ul style="list-style-type: none"> <li>• How you ensure that the service operates in a Covid-19 safe manner; and</li> <li>• How you ensure the safety of staff who are lone working.</li> </ul> <p><b>Evidencing Compliance</b></p> <p>You need to provide copies of any risk assessments in relation to the work being undertaken as well as your Health and Safety policy and Lone Working policy as appendices to accompany your response to this question.</p> <p><b>Page Limit – 4 pages of A4 at Font size 12 (excluding appendices)</b></p>	<p><b>10.00%</b></p>
<p><b>Response:</b></p>		