

Part 5 Award Questionnaire

Contract Reference

TCS4623

Contract Title

**Torbay Council Framework Agreements for:
Lot 1 – Approved Temporary Agency Staff Providers,
Lot 2 – Social Worker Agency Staff Providers
and
Lot 3 – Approved Sole Temporary Agency Staff
Provider for services required by SWISCo
2024-2028**

Maximum Period of Contract

4 Years

Return Date

Thursday 28 September 2023

Return Time

No later than 12:00 Noon

Return To

www.supplyingthesouthwest.org.uk (ProContract)

Applicant Name

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Stage Two – Award Criteria

Section A. Not Used

Section B. Method Statements – Lot 1 and 2 only

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 (Torbay Council).

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 – Lot 1 and 2 only	% Score
B1	<p>Recruitment, Selection and Training procedures</p> <p>The Applicant shall provide a method statement detailing how it will conduct and manage the recruitment, selection and training procedures, explaining its approach to the following:</p> <p>How it will recruit and select, including covering safer recruitment (as applicable)</p> <p>How it will take up and verify references, ensuring validity of all documents.</p> <p>How it will manage the pre-assignment verification and checks requirements, including Right to Work, DBS and professional registration requirements (where applicable)</p> <p>How it assesses the skills of Agency Workers.</p> <p>How regularly your staff are trained and updated in regard to employment checks and any accreditations they may have.</p>	25.00%

	<p>In preparing its response the Applicant should have regard to the following section of the Part 2 Specification (Torbay Council):-</p> <p>B1.13 Agency Provider's Recruitment and Selection Process Requirements.</p> <p>In addition, for Lot 2 bidders only please answer: Recruiting suitably experienced and qualified Social Workers with an excellent track record of performance can be difficult in this market due to high demand. How will your Organisation ensure that you are able to recruit the highest calibre of worker?</p>	
<p>Minimum Requirement</p> <p>That the Applicant provides a response to this question.</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource & quality measures required to deliver the requirements, with evidence to support the response.</p> <p>Evaluation Criteria</p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the following core requirements:</p> <ul style="list-style-type: none"> • That you have a robust process in place for checking and verifying employment history, qualifications and professional registrations • That you have an established process for undertaking and evidencing employment checks • That staff are knowledgeable and competent in undertaking the necessary checks and providing evidence to support this. <p>Page / Word Limit: Maximum 1500 words in Arial 12.</p> <p>Page/Word Limit for Lot 2 additional information: Maximum 1000 words in Arial 12.</p> <p>Permitted Appendices and Supplementary Information</p> <p>The inclusion of Appendices and Supplementary Information is not permitted.</p>		
<p>Response:</p>		

<p>B2</p>	<p>Timesheets, Pay, Expenses, Absence, Holiday and Invoicing</p> <p>The Applicant shall provide a method statement detailing how it will manage the pay, expenses, absence, holiday and invoicing procedures, explaining its approach to the following:</p> <ul style="list-style-type: none"> • How it will ensure that the Agency Workers are paid the amounts due and at the right times • How it will ensure that the Agency Workers are compensated for their travel and other expenses that they might incur whilst providing their placement • What information pay-slips and invoices contain • How it will resolve any discrepancies with pay • How it will ensure invoicing requirements are met, in line with the Authority's terms and conditions. • How it will manage any temporary placements that become permanent • How it will comply with Umbrella Companies, IR35 regulations and compliance audits. <p>In preparing its response, the Applicant should have regard to the following sections of the Part 2 Specification (Torbay Council):-</p> <ul style="list-style-type: none"> • B1.20 – Timesheets, Pay and Expenses; • B1.28 – Invoices. 	<p>20.00%</p>
	<p>Minimum Requirement</p> <p>That the Applicant provides a response to this question.</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource and quality measures required to deliver the requirements, with evidence to support the response.</p> <p>Evaluation Criteria</p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the following core requirements:</p> <ul style="list-style-type: none"> • Information contained on payslips and invoices is transparent and easy to understand. • Robust and effective process in place to recompense the Worker for pay, holiday and expenses. • Timeliness of response to the Worker and/or the Authority. • Demonstrating compliance with IR35 regulations. 	

	<p>Page / Word Limit: Maximum 1000 words in Arial 12</p> <p>Permitted Appendices and Supplementary Information</p> <p>The inclusion of Appendices and Supplementary Information is permitted to demonstrate an invoice and/or payslip.</p>	
<p>Response:</p>		
<p>B3</p>	<p>Contract Management, Contract Implementation and Performance Management:</p> <p>Question C3 relates to section(s) B1.18, 1.23, 1.24,1.25,1.26 and 1.28 of Part 2 Specification (Torbay Council).</p> <p>The Applicant shall provide a method statement detailing its proposed contract management procedures and performance management in line with the requirements of section 4 of Part 2 Specification (Torbay Council), for Lots 1 and 2, explaining its approach to the following:</p> <ul style="list-style-type: none"> • Account management roles and responsibilities, detailing the individuals that it proposes will be working on this Contract, where possible; • Its contingency procedures in the event that a proposed account or contract manager is unavailable; • Its succession planning procedures in the event that a proposed account or contract manager leaves the role or organisation; • Its approach to the Corrective Action requirements of the Council; • What responsibilities the Contracting Authority should have to enable a successful contract management; • How the contract will be successfully implemented; • What information will be required from Torbay Council to enable a successful implementation; • The timescales involved in successful implementation, broken down where possible to the different activities required and the responsibilities of both the Applicant and Torbay Council; • How it will ensure that the required reports and statistical information is provided; • How it will analyse the reports and statistical information to monitor performance; • How it will improve service delivery in the event that the analysis reveals under-performance; • Service reviews; • How complaints will be managed and escalation process; 	<p>25.00%</p>

	<ul style="list-style-type: none"> • On-the-job performance assessment of the Agency Worker; • In the event that an Agency Worker does not meet Torbay Council requirements; • Arranging for a suitable replacement to take over the placement as soon as is practicable. 	
	<p>Minimum Requirement</p> <p>That the Applicant provides a response to this question.</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource and quality measures required to deliver the requirements, with evidence to support the response.</p> <p>Evaluation Criteria</p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the following requirements:</p> <p>You must confirm that you can meet all the requirements above in addition the following:-</p> <ul style="list-style-type: none"> • Timeliness of response and provision of suitable solutions. • Evidence that the Supplier can regularly provide relevant management information, such as monthly usage reports and KPI's. • Evidence of responsive and effective processes for dealing with complaints and any other service-related issues. • Proposed implementation plan. • How Worker performance is evaluated and if necessary, how replacements are sourced and supplied. <p>Page / Word Limit: Maximum 2000 words in Arial 12</p> <p>Permitted Appendices and Supplementary Information</p> <p>You may provide the following in support of your response:</p> <ul style="list-style-type: none"> • Example of a usage report; • Example of management information, including KPI's. 	
<p>Response:</p>		
<p>B4</p>	<p>Equality and Inclusion:</p> <p>Question C4 relates to section B1.11 of Part 2 Specification (Torbay Council).</p>	<p>15.00%</p>

	<p>The Applicant shall provide a method statement detailing its commitment to Equalities and Inclusion in employment to all sections of the community, explaining its proposed approach to the following:</p> <ul style="list-style-type: none"> • How it maintains a diverse workforce. • Details of Equalities and Inclusion training that its workforce receive • How it will advertise vacancies to ensure that the Council attracts a diverse workforce. • Details of reasonable adjustments in the recruitment process. • How it will monitor its compliance with regards to Equalities and Inclusion. 	
	<p>Minimum Requirement</p> <p>That the Applicant provides a response to this question.</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource and quality measures required to deliver the requirements, with evidence to support the response.</p> <p>Evaluation Criteria</p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the following requirements:</p> <ul style="list-style-type: none"> • Evidence of an inclusive recruitment and selection process. • Evidence of equality and inclusion training and accreditations. • Reports and/or KPI data to evidence equality and diversity compliance, for example, equal opportunities monitoring of applicants. <p>Page / Word Limit: Maximum 1000 words in Arial 12</p> <p>Permitted Appendices and Supplementary Information</p> <p>You may provide the following in support of your response:</p> <ul style="list-style-type: none"> • Equality, Diversity and Inclusion policy; • Equality monitoring and/or other KPI data or reports. 	
<p>Response:</p>		

Section C. Method Statements – Lot 3 only

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
C1	<p>Process for Attracting, Recruiting and Selecting Candidates</p> <p>The Applicant shall provide details on how it will conduct and manage the recruitment, selection and training procedures (as detailed within sections B1.16 and B1.18 of Part 2 Specification (SWISCo), explaining its approach to ensuring all agency workers:</p> <ul style="list-style-type: none"> • Are eligible to work in the UK; • Are inducted to SWISCo required standards in line with the role profile for which they have been recruited. This will include covering SWISCo policies on health and safety, drug and alcohol as will be updated from time to time; • Speak the English language to a minimum standard to be able to understand instructions. Exceptions will be made in support of community engagement projects and initiatives designed to promote employability of disadvantaged groups and subject to the Supplier having written authorisation from the SWISCo Representative; • Understand the requirements of the assignment they are undertaking and are fit and able to undertake the full duties of that role; • Have completed the SWISCo health questionnaire (please refer to Appendix L), confirming fitness to undertake the assignment; <p>How it will ensure drivers have the additional requirements as follows:</p>	20.00%

	<ul style="list-style-type: none"> • All drivers shall have a valid licence appropriate for the assignment; • All drivers shall be up to date with relevant valid legislation e.g., CPC training; • All drivers shall be able to provide their own digital tachograph if required; • All drivers shall have sufficient hours available to undertake the work assignment; • All drivers will be required to undertake and pass the SWISCo driver assessment. If any worker fails the SWISCo driver assessment, then SWISCo will not be charged for that worker for the shift booked. • How it will carry out DSE assessments for office based administrative agency staff if required; • Any other areas of section B1.16 and B1.18 of Part 2 Specification for Part 2 Specification (SWISCo). <p>Methodology for attracting suitable candidates:</p> <p>Please explain the methods your organisation would use to attract engaged candidates to SWISCo that would be included in your tender price.</p> <p>Your response must include the following as a minimum –</p> <ul style="list-style-type: none"> • How you will promote SWISCo as an employer of choice; • The recruitment and advertising plans you will adopt; • How you will support the building of the SWISCo brand; • How you will ensure that workers are right for the roles assigned; • Evidence of ongoing support and recognition to enable them to secure a full-time position at SWISCo if applicable; • Whether you would invest in training to skill a worker for employment (e.g. forklift training/first aid etc). 	
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	<p>Minimum Requirement</p> <p>That the Applicant provides a response to this question.</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource & quality measures required to deliver the requirements, with evidence to support the response.</p> <p>Evaluation Criteria</p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the following core requirements:</p> <ul style="list-style-type: none"> • Evidence of what constitutes a suitable applicant (including skills assessment, eligibility to work in UK, references, interview processes undertaken; • Advertising, promoting SWISCo and securing suitable applicants; • How you will provide ongoing support and recognition to your staff on assignment with SWISCo and enable them to secure a full-time position at SWISCo if required; • Evidence of an understanding around HGV driver requirements. <p>Page / Word Limit: Maximum 3,000 words in Arial 12</p> <p>Permitted Appendices and Supplementary Information</p> <p>The inclusion of Appendices and Supplementary Information is not permitted.</p>	
<p>Response:</p>		
<p>C2</p>	<p>Induction, Supervision and Staff Management</p> <p>The Applicant shall detail its proposals regarding how it will manage the performance of the Agency Worker (in line with the requirements of section B1.5, B1.23 of Part 2 Specification (SWISCo) , explaining its approach to the following:</p> <ul style="list-style-type: none"> • On-site induction prior to deployment will not be charged to SWISCo • How will you broach the subject of Drug and Alcohol screening with applicants, both at induction and ad-hoc and throughout assignment • How it will ensure that the Agency Worker will undergo a pre suitability assessment by the Agency Provider, before they attend 	<p>5.00%</p>

	<p>a SWISCo induction and begin their assignment. This should be a comprehensive guide covering a range of useful and mandatory information to include the Code of Conduct for Agency Worker; necessary contact numbers; the working hours expected of the agency worker; tasks involved in the placement;</p> <ul style="list-style-type: none"> • How it will ensure that a pre-employment medical questionnaire has been completed and provided to SWISCo prior to any Agency Worker attending an induction. 	
	<p>Minimum Requirement</p> <p>That the Applicant provides a response to this question.</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource & quality measures required to deliver the requirements, with evidence to support the response.</p> <p>Evaluation Criteria</p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the following core requirements:</p> <ul style="list-style-type: none"> • What induction process is undertaken before deployment; • What support will be available for new workers for the on-site induction; • An understanding of medical screening (health screening) and the importance of undertaking this prior to commencement of placement; • What support is available to workers on SWISCo contract, for example health and wellbeing initiatives, point of contact for any queries. <p>Page / Word Limit: Maximum 1,500 words in Arial 12</p> <p>Permitted Appendices and Supplementary Information</p> <p>The inclusion of Appendices and Supplementary Information is not permitted.</p>	
<p>Response:</p>		

<p>C3</p>	<p>Pay, Invoicing and Administration of contractual annual leave</p> <p>The Applicant shall detail how it will ensure that staff are paid correctly and on time and also how it will manage annual leave and bank holidays (in line with the requirements of section B1.19, B1.21, B1.22 of Part 2 Specification for Lot 3 Approved Temporary Agency Staff Providers for services required by SWISCo), explaining its approach to the following:</p> <ul style="list-style-type: none"> • How it will ensure that the Agency Workers are paid the amounts due and at the right times; • How it will ensure that the Agency Workers are compensated for their travel and other expenses that they might incur whilst providing their placement; • What information pay-slips and invoices contain; • How it will resolve any discrepancies with pay; • How it will ensure invoicing requirements are met, in line with the Authority's terms and conditions; • How it will manage any temporary placements that become permanent; • How it will have suitable controls in place to track an Agency Workers leave entitlement; and ensure appropriate leave is taken in accordance with the Working Time Directive; • How it will ensure all absences are reported to the SWISCo hiring manager prior to the Agency Worker's usual start time; • How it will ensure a replacement is offered if required. 	<p>5.00%</p>
	<p>Minimum Requirement</p> <p>That the Applicant provides a response to this question.</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource and quality measures required to deliver the requirements, with evidence to support the response.</p> <p>Evaluation Criteria</p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the following core requirements:</p> <ul style="list-style-type: none"> • Information contained on payslips and invoices is transparent and easy to understand; • Robust and effective process in place to recompense the Worker for pay, holiday and expenses; • Processes are in place to ensure workers are encouraged to use annual leave; • Timely notification for any workers requiring time off from the contract, or any pre-booked leave; 	

	<ul style="list-style-type: none"> • Timeliness of response to the Worker and/or the business. <p>Page / Word Limit: Maximum 2,000 words in Arial 12</p> <p>Permitted Appendices and Supplementary Information</p> <p>The inclusion of Appendices and Supplementary Information is permitted to demonstrate an invoice and/or payslip.</p>	
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Response:

C4	<p>Health, Safety and Welfare</p> <p>The Applicant shall detail how it will manage Health and Safety and Welfare (in line with the requirements of B1.7 of Part 2 Specification (SWISCo), explaining its approach to the following:</p> <ul style="list-style-type: none"> • Ensuring on arrival at site, all persons shall report to the SWISCo Representative's to receive instructions; • Ensuring all personnel shall wear appropriate high PPE and safety footwear whilst on site and in the performance of their duties; • Ensure compliance with the 48hr working time directive • Ensuring compliance with SWISCo statement of health and safety at work policy and appropriate codes of practice; • Ensuring all relevant paperwork for the Agency Workers e.g. eligibility to work forms, health questionnaire, copies of identification and licence are available to the SWISCo Representative prior to the Agency Worker commencing their placement; • Confirmation of any pre-existing health conditions • Ensuring Agency Workers are familiar with SWISCo's safe working practices for the tasks involved. • Display Screen Equipment Regulations if required. 	5.00%
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Minimum Requirement

That the Applicant provides a response to this question.

This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource & quality measures required to deliver the requirements, with evidence to support the response.

Evaluation Criteria

Your response will be evaluated against your ability to demonstrate and evidence you can meet the key core requirements as above and also:

- How do you ensure an understanding of H&S with workers prior to commencement of placement;
- How will you support a worker who is experiencing poor mental health;
- How do you ensure that workers are fit and able to undertake manual handling and standing/walking roles;
- What process do you undertake to ensure workers are able to use equipment (qualification/certificate/tickets etc).

Page / Word Limit: Maximum 1,000 words in Arial 12

Permitted Appendices and Supplementary Information

The inclusion of Appendices and Supplementary Information is not permitted / You may provide the following in support of your response:

Response

<p>C5</p>	<p>Contract Management</p> <p>The Applicant shall detail its proposed contract management procedures, (in line with the requirements of section B1.1 of Part 2 Specification (SWISCo) explaining its approach to the following:</p> <ul style="list-style-type: none"> • The Supplier shall appoint a Contract Manager who shall be responsible for maintaining current an accurate record of the placements who are engaged and who are based at and provide the Service at each site; • These records shall include, but not be limited to, employee attendance and theses records shall be open for inspection by the SWISCo Representatives at all reasonable times; • The Contract Manager shall be notified to SWISCo in writing and shall not be replaced without the consent of the nominated SWISCo representative; • The Supplier will ensure that its personnel providing the Supplier Works conduct themselves in an appropriate manner and are courteous and helpful to all SWISCo representatives and members of the public. • SWISCo reserves the right at its absolute discretion to exclude any Supplier personnel from the Site should they not conform to the standards of conduct expected of agency temporary workers working for SWISCo • The Supplier will confirm how it intends to manage a placement in the event of a termination or other issues due to a concern with the conduct or actions of any of its Agency worker • Its approach to the Corrective Action requirements of the SWISCo, as detailed within section 4.5 of Part 2 Specification; • Whether and what responsibilities SWISCo should take to enable a successful contract management. 	<p>5.00%</p>
	<p>Minimum Requirement</p> <p>That the Applicant provides a response to this question.</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource and quality measures</p>	

	<p>required to deliver the requirements, with evidence to support the response.</p> <p>Evaluation Criteria</p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the following requirements:</p> <p>You must confirm that you can meet all the requirements above in addition the following: -</p> <ul style="list-style-type: none"> • Timeliness of response and provision of suitable solutions; • Evidence that the Supplier can regularly provide relevant management information, such as monthly usage reports and KPI's; • Evidence of responsive and effective processes for dealing with complaints and any other service-related issues; • Proposed implementation plan; • How Worker performance is evaluated and if necessary, how replacements are sourced and supplied. <p>Page / Word Limit: Maximum 2000 words in Arial 12</p> <p>Permitted Appendices and Supplementary Information</p> <p>You may provide the following in support of your response:</p> <ul style="list-style-type: none"> • Example of a usage report; • Example of management information, including KPI's. 	
<p>Response:</p>		
<p>C6</p>	<p>Contract Mobilisation:</p> <p>Please provide <u>as an attachment</u> your mobilisation plan for this contract and provide details here.</p> <p>Your response within this section must include the following</p> <ul style="list-style-type: none"> • A detailed timeframe to demonstrate how you will ensure adequate human resources are ready and in place at contract commencement; • Describe the processes that you intend to have in place to ensure working hours are captured in a timely manner and pay is calculated correctly. Identifying what information, you 	<p>10.00%</p>

	<p>will require from SWISCo and how you envisage it being collected;</p> <ul style="list-style-type: none"> • The Key Performance Indicator data will you be able to provide to SWISCo, from day one of the Contract. 	
	<p>Minimum Requirement</p> <p>That the Applicant provides a response to this question.</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource & quality measures required to deliver the requirements, with evidence to support the response.</p> <p>Evaluation Criteria</p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the following core requirements:</p> <ul style="list-style-type: none"> • Demonstrate how you will ensure adequate human resource is in place at contract commencement; • How you will onboard current workers to your business; • How you will ensure working hours are captured in a timely manner and pay is calculated correctly. Identifying what information, you will require from SWISCo and how you envisage it being collected; • How you will provide key Performance Indicator data, from day one of the Contract; • Previous examples of where you have mobilised similar complex contracts. <p>Page / Word Limit: Maximum 2,000 words in Arial 12</p> <p>Permitted Appendices and Supplementary Information</p> <ul style="list-style-type: none"> • You may provide the following in support of your response: Your Contract Mobilisation Plan. 	
<p>Response</p>		

Section D. FOR INFORMATION PURPOSES ONLY – Lot 3 only – Response Times

Applicants are required for information purposes only (not scored), to complete the following response times and the volume of Placements they can achieve, (where marked 'Required') within Tables 1 and 2 below:

Response Times

The Supplier must confirm below in Table 1 the response times they can achieve against the notice period from SWISCo, all cells must be completed:

Notice period from SWISCo	24+ hrs	12-24 hrs	2-12 hrs	Less than 2 hrs
Enter time to confirm acceptance in hours	Required	Required	Required	Required

Table 1.

The Supplier must confirm below in Table 2 the volume of Placements they can achieve against the notice period from SWISCo detailed below:

Notice period from SWISCo	1 week	48 hrs	24 hrs	
Volume	Required	Required	Required	

Table 2.