

## **Schedule 7 - Method Statement Questions**

### **For the provision of Care and Support Service at Reardon Court**

**Reference: DN626366**

#### **METHOD STATEMENT QUESTIONS**

The method statements are your opportunity to present your proposal in a convincing and evidence-based manner relevant to the requirements of the service. Please refer to the specification and the award criteria.

Method statements must show your plans and methodologies or what and how you are going to deliver the Council's requirements specified in this procurement.

The Council's award decision will be made based on the most economically advantageous tender (MEAT). MEAT will be identified using 30% Price and 70% Quality criteria.

Responses to the 'Method Statements' will be scored to give a total Quality score (Q1 to Q10). The pricing schedule will be scored to give a total Price score. The contract will be awarded to the tenderer who achieves the highest combined Price and Quality score.

If you are applying as part of a consortium, or a lead organisation with sub-contractors, please clearly indicate which aspects of your response relate to each participating organisation.

By referring to partners/consortium members/sub-contractors in your submission, you agree that the Council may contact those partners/consortium members/sub-contractors at any stage of this process, in order to obtain further details concerning your bid. You also agree that the Council may supply any information you have provided in your bid to such partners/consortium members/sub-contractors.

#### **Minimum Quality Threshold**

In line with Invitation to Tender (Introductory Document, 'Minimum Quality Threshold'), Bidders must score a minimum of 2 points or more for each written Method Statement question (Q1 to Q9), and is also required in order for the Price elements of the Tender to be considered. **Bidders that score less than 2 in any of the method statement questions will be non-compliant and the whole tender will be rejected.**

Responses to Schedule 7 for the written Method Statement Questions (Q1 to Q9), will be awarded scores on the basis of the scoring matrix below (Table 1), and the description which most closely fits the relevant responses.

**Table 1**

Score	Grade	Criteria Description
4	Very Good	Response/solution is very clear and of a high standard with no reservations at all about acceptability; provides very good evidence on how the Bidder will make significant progress to the way the service is delivered/fulfil the requirements.
3	Good	Good response/solution to that aspect of our requirements; provides more evidence than that of an acceptable response to deliver/fulfil the requirements.
2	Adequate	Acceptable response/solution; all basic requirements are met; provides evidence given of skill/knowledge sought to deliver/fulfil the requirements.
1	Poor	Less than acceptable response/solution; lacks convincing evidence of skills/experience sought; lack of real understanding of the requirement or evidence of ability to deliver/fulfil the requirements.
0	Unacceptable	Non-compliant response. Fails to address the question/issue or a detrimental response/solution; limited or poor evidence of skill/knowledge sought to deliver/fulfil the requirements.

## Method Statement Questions

Name of bidder organisation: **[BIDDER TO INSERT NAME]**

**IMPORTANT NOTES FOR TENDERERS:** Bidders are advised to respond to all elements of each question in order to receive appropriate score as indicated in the scoring criteria matrix shown above (Table 1).

### Question 1: Aims and Outcomes (10%)

With reference to the service specification Section 6 and Section 8 and acknowledging the range of needs of service users who will be placed at Reardon Court (Section 5 and the resources available), please describe how you will deliver the aims and outcomes of the service specification as they relate to Services Provision in a manner which is unobtrusive, personalised and that safeguards service users.

**Max Word limit 1,000**

**Response:**

**Response Scored between 0 to 4 (using Table 1)**

### Question 2: Management and Staffing (5%)

Please outline your proposed operational structure and model for managing and running the extra care service covering, but not limited to, the following areas:

- an organisation chart showing reporting lines, duties and responsibilities of management, supervisory staff, and relevant qualifications and experience;
- staff ongoing support, encouragement and access to training opportunities to promote their development;
- anticipated staff skills mix that will best meet the aspirations of service users and that will ensure that service users have real choice and control relating to the staff that will be delivering their service and engaging with the voluntary Sector

**Max Word limit 1,500**

**Response:**

**Response Scored between 0 to 4 (using Table 1)**

**Question 3: Mobilisation of the Contract (5%)**

With regards to Section 8 of the Service Specification, please submit a project plan timetable and provide a summary explanation of your plans for contract mobilisation and implementation. Your response should, at minimum:

- cover the period from contract award date (after the expiry of the standstill period), through to the commencement date of the contract and the second quarterly monitoring review;
- identify the designated post (with contact details) with overall responsibility for the mobilisation/implementation plan along with any posts with relevant delegated responsibility.

**Max Word limit 1,000**

**(Note: timeline table exempt from this word count)**

**Response:**

**Response Scored between 0 to 4 (using Table 1)**

**Question 4: Equalities and Diversity (5%)**

In relation to Section 5, 6, 8, 11 and 24 of the Specification, please explain how your organisation shall ensure it promotes equality and makes tangible progress in the area of diversity throughout the duration of the contract.

Your response should be supported with relevant examples which demonstrate effective achievements in this area for service users, staff and other stakeholders and specifically explain how such achievements shall benefit the delivery of the Council's contract.

**Max Word limit 1,000**

**Response:**

**Response Scored between 0 to 4 (using Table 1)**

**Question 5: Service Development and Service Scope (7%)**

With reference to Section 14 of the Service Specification, please provide:

- a summary description of how you will ensure that the services you will provide under the contract remain sustainable and are provided to the required quality standards. You should identify any 'pressure points' you observe within the model and your proposals to mitigate and/or avoid these.
- explanation how you will provide innovative working practices, initiatives, and resources and ensure these will be available to service users and add value to the service throughout the duration of the contract.

Your response should be supported with relevant examples/approaches and specifically explain how these shall benefit the delivery of the Council's contract.

**Max Word limit 1,000**

**Response:**

**Response Scored between 0 to 4 (using Table 1)**

**Question 6: Service Provision (7%)**

Referring to Section 8 of the Specification, with focus on Health and Wellbeing, stakeholder involvement and accessing local services, please:

- demonstrate how, in assessing a service user's care needs on entry into the scheme, you would plan to flexibly meet any increased needs when a service requires more input following a deterioration of a service user's health;
- highlight opportunities that will be there for staff, service users and stakeholders to work co-productively to influence, develop and effect successful change in all levels of the service provided at Reardon Court;
- outline how your service model supports service users to access community facilities outside of their home.

**Max Word limit 1,500**

**Response:**

**Response Scored between 0 to 4 (using Table 1)**

**Question 7: Partnerships and Communication (7%)**

As per Section 8, 9 and 20 of the Service Specification, the Provider will have a central partnership role alongside the Council. Therefore, please provide a summary outline of your understanding of potential issues likely to affect relationships between the parties and what leadership you shall offer in resolving these.

Your response should consider and address:

- The potential role of contract management meetings
- How will you manage different levels of accountability and accountability 'clashes'?
- Identifying issues requiring a shared position across partners
- How you will take responsibility to ensure appropriate escalation of issues / empowering onsite managers to effectively manage issues at a local level
- And outline how your organisation engage with other Council staff, NHS staff and local community and voluntary sector organisations in the Borough in order to make a positive contribution to local communities.

Your response should be supported with a relevant example, explaining how this will benefit the Council's contract.

**Max Word limit 1,500**

**Response:**

**Response Scored between 0 to 4 (using Table 1)**

**Question 8: Performance and Quality Assurance (7%)**

Referring to Section 15 and 16 of the Specification, please:

- demonstrate how your organisation shall assess the quality and manage any poor performance of the services delivered, giving details of organisational systems that will underpin your approach in delivering the contract;
- explain what outcome measuring tools your organisation would use to demonstrate the service benefits for Service Users and Commissioners.

**Max Word limit 1,000**

**Response:**

**Response Scored between 0 to 4 (using Table 1)**

**Question 9: Social Value, Sustainability and Ethical Practices (7%)**

Referring to section 21 of the Service Specification, please explain how you will contribute to the delivery of the [Council's Sustainable and Ethical Procurement Policy's](#) four Core Principles when delivering the Services under the Contract. Your response should address, but not be limited to, the following items:

- contributing to the local economy by using local businesses;
- re-using and re-cycling materials where possible;
- hiring and training staff from the borough to deliver the service;
- providing work placement opportunities for local students;
- providing volunteering opportunities for local people;
- reducing carbon emissions and operating in an environmentally friendly manner

**Note:** Please provide your “Carbon Reduction Plan” in support of the 6<sup>th</sup> bullet above.

**Max Word limit 1,500**

**Response:**

**Response Scored between 0 to 4 (using Table 1)**

## Bidder Presentations - Personalising the Council's Extra Care Service

Following the moderation of scores for the written Method Statements (Q1 to Q9), the Council shall invite compliant bidders to attend a Presentation with the relevant members of the tender evaluation panel. During the Bidder Presentation, the Bidder will need to address the requirements set out under Q10 below.

Bidders invited to the Presentation will be provided with their time slot within a minimum of five (5) working days in advance of the Presentation date.

For the avoidance of doubt, Bidder Presentations will be assessed using the point scale and scoring criteria matrix (Table 2) below:

**Table 2**

Score	Grade	Criteria Description
5	Excellent	Presentation performs strongly against the question showing substantial evidence of capability and capacity to deliver the requirements which is completely relevant and excellent overall. The Presentation is comprehensive, unambiguous and demonstrates a thorough understanding of the requirements and provides full and well considered details of how the requirements will be met.
4	Very Good	Presentation performs very well against the question showing considerable capacity and capability to deliver the requirements. The presentation is highly detailed and demonstrates a very good understanding and provides full details on how the requirements will be fulfilled.
3	Good	Presentation performs well against the question showing a good level of their understanding/evidence to deliver the requirements and is perceived as a sufficiently tailored approach to fulfilling the Council's requirements.
2	Adequate	Presentation meets the basic requirements of the question and is relevant and acceptable. The presentation provides sufficient evidence of required capability and capacity to deliver the requirements but may lack details/explanation on how the requirements will be fulfilled in certain areas.
1	Poor	Presentation is partially relevant but generally poor. The presentation addresses some elements of the requirements but contains insufficient/limited explanation of their understanding of the Council's particular requirements and is perceived as a generic offer rather than a tailored offer to fulfilling the requirements.
0	Unacceptable	Nil or inadequate presentation. Fails to demonstrate an ability to meet the requirements.



Each relevant member of the tender evaluation panel assigned to evaluate the Personalising the Council's Extra Care Service element (Bidder Presentation) will undertake a preliminary evaluation, allocating a score between 0 to 5 for each presentation.

The preliminary evaluation will then be subjected to a moderation process to arrive at a final score for each bidder's presentation accordingly.

The moderated score is multiplied by the Presentation weighting to reach a weighted score for each bidder on this element.

**Question 10: Bidder Presentation (10%) - Personalising the Council's Extra Care Service**

Bidders will be required to explain the main steps they will take to Personalise the Council's Extra Care Service via a presentation to the tender evaluation panel.

Therefore, your presentation should demonstrate the following:

- how you will develop and achieve a personalised, flexible, and safe service for individual service users within the extra care scheme
- how you will take on board choice and control
- how you will engage the necessary stakeholders, and
- the participation/role of the local community to ensure the needs of and outcomes for service users are met.

Approx. 20 minutes for presentation delivery (TBC upon invitation, along with date/time)

**Scored between 0 to 5 (using Table 2)**