**Part C**

**Lot 1: Provision of Care and Support in Extra Care Housing Scheme**

**Award**

**Commercial and Procurement Team**

Somerset County Council

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# The Evaluation Process

## Preliminary Compliance Stage

The Authority will assess whether all requisite sections of the Applicant’s Bid have been completed and all necessary information, schedules and any other Bid requirements have been supplied in accordance with the following:

|  |  |  |
| --- | --- | --- |
| **Section** | **Topic** | **Means of evaluation** |
| **Part C Award** |
| Section 2 | Award | Scored |
| Section 3 | Form of Tender | Pass/fail |
| Section 4 | Certificate of Confidentiality | Pass/fail |
| Section 5 | Commercially Sensitive Information | Pass/fail |
| **Part D Pricing** |
| Section 3 | Pricing Schedule Declaration | Pass/fail |

The Applicant’s response shall be considered to have failed and will be excluded from the procurement where it fails to complete and/or submit any of the required schedules as described above.

## Evaluation of the Award Questions

### Award criteria

The following criteria and weightings will be applied in the evaluation of the questions and/or method statements asked of Applicants within section 2 Award of this Part C Award and pricing as per Part D Pricing.

| **Evaluation criteria breakdown** | **Means of evaluation** |
| --- | --- |
| **Sub criteria** | **Main criteria** |
| **Quality** | **30%** |
| Resources | 30% |
| Service Delivery Model | 35% |
| Continuous Improvement | 15% |
| Implementation | 20% |
| **Price** | **70%** |
| Core Hours | 25% |
| Individual Hours | 25% |
| Waking Night | 25% |
| Sleep In Rate | 25% |

It will be on this basis that the Authority will award the Contract to the highest scoring Applicant.

### Scoring guidelines

The questions asked of Applicants within section 2 Award of this Part C Award shall be scored using the marking system described within this section. Applicants must refer to the Authority’s minimum requirements, where given, to ensure that they meet or exceed the minimum requirements wherever possible so as to score the highest marks.

The score given by the evaluation panel to each Applicant’s responses to the Award questions will be based on, and reflect, the degree to which the Applicant has clearly

All questions within section 2 Award of this Part C Award will be evaluated in accordance with the following:

| **Score** |  |
| --- | --- |
| **0** | No response or the response does not meet the requirements of the question. |
| **3** | Response meets or partially meets some of the requirements of the question. |
| **7** | Response meets the majority of the requirements of the question. |
| **10** | The response has met all of the requirements of the question. |

### Evaluation procedure: Award

The award stage examines how the Applicant proposes to deliver the Contract and will be conducted by a panel of key stakeholders. The size, make up and experience of the evaluation panel will reflect the scale and complexity of the activity to be evaluated, and may include a degree of specialist input consistent with the nature of the procurement. A representative from the Authority’s Commercial and Procurement Team will moderate evaluation sessions.

Evaluation panellists will be provided with Applicants’ Bids prior to evaluation sessions so that panellists may read and understand the Bids in advance of the official evaluation session being convened. During the evaluation session Bids will be evaluated against the published evaluation criteria and scoring guidelines. Bids will not be scored comparative to one another. Evaluation panellists will be encouraged by the moderator to discuss Applicants’ Bids with a view to arriving at a single, agreed, moderated score for each question and/or method statement response. The moderator will record the moderated score and a summary of the evaluator’s comments sufficient to justify the score, which will be provided to Applicants alongside any notification of the decision to award the Contract.

# Award

|  |
| --- |
| **Quality Questions** |
| **No.** | **Method Statements** | **Weighting** |
| **1** | **Question: Resources****Please provide information to show how your organisation would resource an effective and sustainable service; ensuring that staff are well trained, motivated and given the time required to carry out their role effectively.****Please provide in a separate file a proposed staffing structure chart for the Service (including any intended sub-contractors if appropriate), that clearly defines the:*** **Operational workforce;**
* **Management team;**
* **Back-office support.**

Please note that your answer must be a **MAXIMUM of 500 words**, excluding any charts or diagrams. The evaluation panel will disregard any text beyond the word limit given for this question, i.e. only the ***first*** 500 words will be evaluated. You may enclose a clearly referenced staffing structure chart and job description/s as a separate document/s, which will not count towards the word count. However, no other attachments will be allowed or considered.**Evaluation Criteria**Your score will reflect the degree to which your organisation has clearly demonstrated that the evaluation criteria below have been met:1. **Your answer includes a clear structure chart outlining a realistic staff workforce for the service and include a job description for each role.**
2. **Your answer fully explains how you would resource the Service to ensure that it is efficient and can deliver the requirements of the Service Specification.**
3. **Your response clearly sets out your approach to ensuring staff are appropriately trained and how you will motivate staff to ensure you are delivering a quality service.**
4. **Your answer describes how you will maintain a sustainable, effective workforce.**
 |  |
| Response: |
| **2** | **Question: Service Delivery Model****Please describe your service delivery model, to ensure that it meets the outcomes of the Service Specification. Please include within your response how your model will respond to the night time requirements.**Please note that your answer must be a **MAXIMUM of 500 words**, excluding any charts or diagrams. The evaluation panel will disregard any text beyond the word limit given for this question, i.e. only the ***first*** 500 words will be evaluated. No attachments permitted.**Evaluation Criteria**Your score will reflect the degree to which your organisation has clearly demonstrated that the evaluation criteria below have been met:1. **Your response evidences a realistic and flexible service delivery model, which meets the requirements of the service specification.**
2. **Your response includes a clear rationale for all elements of the service delivery model.**
3. **Your response demonstrates the approach to developing the social aspect and activities within the scheme to establish and sustain it as a vibrant community and promote social inclusion.**
4. **Your response demonstrates a sound understanding of the importance of working with partner organisations and how you will ensure the relationship is built and maintained to ensure smooth delivery of the service.**
5. **Your response clearly defines appropriate tools and/or methods that you will use to capture, meet and maintain good outcomes for tenants.**
6. **Your response describes your approach to developing and responding to the changing needs of the population within the schemes including meeting night time needs.**
 |  |
| Response: |
| **3** | **Question: Continuous Improvement****Please describe how you will take a continuous improvement approach and develop Continuous Improvement Plans to evidence achievements and planned service improvements.**Please note that your answer must be a **MAXIMUM of 500 words**, excluding any charts or diagrams. The evaluation panel will disregard any text beyond the word limit given for this question , i.e. only the ***first*** 500 words will be evaluated. No attachments permitted.**Evaluation Criteria**Your score will reflect the degree to which your organisation has clearly demonstrated that the evaluation criteria below have been met:1. **Your response clearly describes realistic methods of engagement with stakeholders, service users and their families/carers to collate information to inform continuous improvement.**
2. **Your response demonstrates how you will develop a ‘Continuous Improvement Plan’ using the information gathered through methods described in Criteria 1.**
3. **Your response clearly describes how you will evaluate any service changes made following engagement to ensure that they have been effective and how/if they could be improved upon further.**
4. **Your response clearly describes how you will develop robust data and monitoring systems to inform continuous improvement.**
 |  |
| Response: |
| **4** | **Question: Implementation****Please provide an implementation plan, with associated timescales and personnel, explaining the key stages and what actions your organisation would need to take to ensure a smooth and seamless transition and set up of the new service. You must demonstrate that your implementation plan is realistic, achievable and timely.**Please note that your answer must be a **MAXIMUM of 500 words**, excluding any charts or diagrams. The evaluation panel will disregard any text beyond the word limit given for this question, i.e. only the ***first*** 500 words will be evaluated. You may enclose a clearly referenced Implementation Plan as a separate document, which will not count towards the word count. However, no other attachments will be allowed or considered.**Evaluation Criteria**Your score will reflect the degree to which your organisation has clearly demonstrated that the evaluation criteria below have been met:1. **Your response includes a clear and comprehensive Implementation Plan that outlines timescales and key activities, including when the service will be fully staffed and operational.**
2. **Your response demonstrates that the plan is realistic and achievable and will ensure a smooth implementation.**
3. **Your response details key risks and mitigating actions.**
4. **Your response clearly describes robust management of the implementation process, including updating the risk log to ensure timescales and key activities are achieved.**
 |  |
| Response: |

# Form of Tender

*INCORPORATING COLLUSIVE TENDERING CERTIFICATE*

To: Somerset County Council, County Hall, Taunton Somerset TA1 4DY

In this certificate, the word "person" includes any persons and anybody or association, corporate or unincorporated; and "any agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not.

Having examined the Competition Documents for the delivery of the prescribed Goods, Services or Works, we offer to carry out the said Goods, Services or Works in conformity, without qualification, therewith for the commercial arrangement as described in these Competition Documents.

We agree that the insertion by us of any conditions qualifying this Bid or any unauthorised alteration to any of the Competition Documents shall not be incorporated into the Contract and may cause the Bid to be rejected.

We agree that this Bid shall remain open to be accepted or not by Somerset County Council (SCC) and shall not be withdrawn for a period of twelve (12) months from the deadline for the receipt of Bids.

Unless and until a formal Contract is prepared and executed, the Bid together with your written acceptance thereof, shall not constitute a binding Contract between us.

We understand you are not bound to accept the lowest Bid or any Bid you may receive and you will not pay any expenses incurred by us in connection with the preparation and submission of this Bid.

We certify that this is a bona fide Bid, and that we have not fixed or adjusted the amount of the Bid by or under or in accordance with any agreement or arrangement with any other person. We also certify that we have not done and we undertake that we will not do at any time during the procurement process or future contract award any of the following acts:

* Communicating to a person (other than the person calling for those Bids) the amount or approximate amount of the proposed Bid, except where the disclosure, in confidence, of the approximate amount of the Bid was necessary to obtain insurance premium quotations required for the preparation of the Bid; or
* Entering into any agreement or arrangement with any other person that he shall refrain from Bidding or as to the amount of any Bid to be submitted; or
* Offering or paying or giving or agreeing to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Bid or proposed Bid for the said work any act or thing of the sort described above.
* Canvassing or soliciting any Member, Officer or Employee of Somerset County Council in connection with the preparation, submission and evaluation of this Bid or award or proposed award of the Contract and that to the best of our knowledge and belief, no person employed by us or acting on our behalf has done or will do such an act; or

We confirm that no person or persons who is a Councillor, Officer, Servant or Agent of SCC has any direct or indirect interest in, or connection with, us or this Tender.

We confirm that, prior to submitting our Bid, we have:

* carried out a thorough due diligence exercise in relation to the services the subject of these Competition Documents and have asked SCC all the questions we consider to be relevant for the purpose of establishing whether we are able to provide the said services in accordance with the terms of these Competition Documents;
* we have made our own enquiries as to the accuracy and adequacy of any information supplied to it by or on behalf of SCC, including professional advice on the implications of TUPE

**We hereby certify that the information and statements provided in the Bid and this Form of Tender are true to the best of our knowledge and belief**

|  |  |
| --- | --- |
| **Name**\* |  |
| **Signature\*** |  |
| **Position**\* |  |
| **Date** |  |
| **Email** |  |
| **Telephone No** |  |

is duly authorised to sign this Bid and give such certificates for and on behalf of:

|  |  |
| --- | --- |
| **Organisation Name** |  |
| **Address** |  |
| **Town / City** |  | **Postcode** |  |
| **Signature Date** |  |

**Please Note:** A hard copy of this document with original signatures may be requested from Applicants at a later date.

\* If the signatory is not the actual organisation, the capacity in which he/she signs or is employed.

**To be completed and returned with Bid submission. Bids may be disqualified if they are not submitted with this completed schedule.**

# Certificate of Confidentiality

I of (*add in name of organisation*) hereby agree with the Authority on behalf of the organisation that I/we shall not at any time divulge or allow to be divulged to any person any confidential information, relating to information passed to me/us regarding this project.

We accept that these Competition Documents are supplied to us on condition that it is used in connection with the preparation of Bids and for no other purpose.

We acknowledge that the information contained in the Competition Documents is confidential and we will not without the Authority’s prior written consent copy, reproduce, distribute or pass to any other party, other than as strictly required by our organisation in order to obtain appropriate professional advice or for the preparation of our Bid. Where information is disclosed in such circumstances then we shall only disclose it where an undertaking in the same terms, as this certificate regarding confidentiality is first obtained in writing from the receiving party.

|  |  |
| --- | --- |
| **Signatory Name** |  |
| **Role in organisation** |  |
| **Organisation name** |  |
| **Signature** |  |
| **Date** |  |

**To be completed and returned with Bid submission. Bids may be disqualified if they are not submitted with this completed schedule.**

# Commercially Sensitive Information

I declare that I wish the following information to be designated as Commercially Sensitive.

|  |
| --- |
|  |

The reason(s) it is considered that this information should be exempt under Freedom of Information Act 2000 is:

|  |
| --- |
|  |

**To be completed and returned with Bid submission. Bids may be disqualified if they are not submitted with this completed schedule. In the event that the Applicant does not wish to declare any information as Commercially Sensitive, they may mark the above box as Not Applicable (N/A)**