

**Award Questionnaire Response Guidance, Evaluation and Marking Scheme – Attachment 4**

**Carers Support Services – Short Breaks**

**(Carers of Children and Young People with Disabilities 0 – 17 years)**

**Reference DN309600**

# Award Questionnaire Response Guidance, Evaluation and Marking Scheme

1. **Introduction**
   1. The defined terms used in the ITT document (Attachment 1) shall apply to this document.

# Overview

* 1. If you fail to provide a response to any applicable question of the Award Questionnaire, your Tender may be deemed to be non-compliant. If a Tender is deemed to be non-compliant, the Tender will be rejected and excluded from further participation in this Procurement.

2.2 Diagrams and pictures are permitted as part of the tenderer’s response to the questions and will not be included in the word count, please limit to 5 pages in total for all questions 1 – 10.

2.3 A summary of all the questions contained within the Award Questionnaire, along with the Marking Scheme and Maximum Score Available for each question is set out below:

|  |  |  |
| --- | --- | --- |
| **Question** | **Score** | **Weighting** |
| **Q1** | **0-10** | 20% |
| **Q2** | **0-10** | 5% |
| **Q3** | **0-10** | 5% |
| **Q4** | **0-10** | 5% |
| **Q5** | **0-10** | 15% |
| **Q6** | **0-10** | 15% |
| **Q7** | **0-10** | 5% |
| **Q8** | **0-10** | 15% |
| **Q9** | **0-10** | 15% |
| **Total** | | **100%** |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Q1.**  Based on the Service Specification and the Council’s Short Breaks Duty Statement where do you think your organisation is best able provide a service that fits in with the aims and objectives of the short breaks service and why? Include if there is anything new or innovative about your services. What is the capacity of your service? | | | | | | | | | |
| **Max page limit 1 side of A4, Arial 11 font**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.*  *Diagrams and pictures are permitted as part of the tenderer’s response to the questions and will not be included in the word count,* | | | | | | | | | |
| **Score** | | | | **Classification** | | **Definition** | | | |
| 0 | | | | No response (complete non-compliance) | | No response at all or insufficient information provided in the Response such that the Solution is totally non-assessable and/or incomprehensible. | | | |
| 1-2 | | | | Unsatisfactory response (potential for some compliance but very major areas of weakness) | | Substantially unacceptable Response which fails in several significant areas to set out a Solution that addresses and meets the requirements: little or no detail has been provided to support and demonstrate that the Qualified Bidder will be able to provide the service(s) and/or considerable reservations as to the Qualified Bidder's proposals in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements  Would represent a very high risk solution for the Council. | | | |
| 3-4 | | | | Partially acceptable response (one or more areas of major weakness) | | Weak Response which does not set out a Solution that fully addresses and meets the requirements: Response may be basic/ minimal with little or no detail provided to support the Solution and demonstrate that the Qualified Bidder will be able to provide the service(s) and/or some reservations as to the Qualified Bidder's Solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements  May represent a high risk solution for the Council. | | | |
| 5-6 | | | | Satisfactory and acceptable response (substantial compliance with no major concerns) | | Response sets out a Solution that largely addresses and meets the requirements, with some detail provided to support the Solution; minor reservations or weakness in a few areas of the Solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  Medium, acceptable risk solution to the Council. | | | |
| 7-8 | | | | Fully satisfactory /very good response (fully compliant with requirements). | | Response sets out a robust Solution that fully addresses and meets the requirements, with full details provided to support the Solution; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources to deliver the requirements  Low/no risk solution for the Council. | | | |
| 9-10 | | | | Outstanding response (fully compliant, with some areas exceeding requirements) | | Response sets out a robust Solution (as for a 7-8 score) and, in addition, provides or proposes additional value and/or elements of the Solution which exceed the requirements in substance and outcomes in a manner acceptable to the Council; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources not only to deliver the requirements, but also exceed it as described  Low/no risk solution for the Council. | | | |
| **Q2.** What are the particular qualities and strengths of your service that would make a difference to the quality of short breaks available? | | | | | | | | | |
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| **Q3.** Describe the process you would follow from receiving a service order to actually beginning the service. What are the timescales or response times you would achieve in providing the service? | | | | | | | | | |
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| **Q4.** In what ways would you be able to work with other service providers to enhance the overall service delivery experienced by service users. | | | | | | | | | |
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| **Q5.** How might cultural issues and social norms in Hounslow’s diverse population affect the way you can provide the service and how would you manage this? Is it possible to “personalise” your service? | | | | | | | | | |
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| **Q6.**  What is your policy on staffing ratios and on experience and qualifications for staff recruited to work on the short breaks service? | | | | | | | | | |
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| **Q7**. How is your organisation and service equipped to deal with autistic spectrum disorder (ASD) and / or complex health needs? | | | | | | | | | |
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| **Q8.** How would you encourage parents and carers to have confidence in your organisation’s ability to meet their children’s needs? How would you support effective links with families and relationship building that enhances trust and confidence in the service? | | | | | | | | | |
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| **Q9.** Explain how your service will be managed and describe your staff supervision arrangements? | | | | | | | | | |
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