

Home Care Alliance Provider Information Session

29th February 2024



Welcome

Kate Alcock



Home Care Commissioning – Alliance Provider Information Session Agenda

	Item	Presenter	Time
1.	Introductions	Moriah Priestley	10:00
2.	Structure for the Session/Clarification Process	Lucy Woods	10:05
3.	Strategic Commissioning Aims	Moriah Priestley	10:15
4.	The Contract Model	Lucy Woods	10:20
5.	Bidding as an Alliance	Celia Penhaligon	10:30
6.	The Tender Pack	Celia Penhaligon	10:35
7.	The Portal	Celia Penhaligon	10:40
8.	The Selection Criteria	Celia Penhaligon	10.50
Comfort break			
9.	Economic Standing & Financial Standing	Geraldine Baker	11.10
10.	Information Governance, Data Protection and Cyber Security	Neil Glasson	11:20
11.	Invitation To Tender Evaluation Process & Weightings	Celia Penhaligon/Alex Rainbow	11:25
12.	The Pricing Schedule	Russell Moore	11.30
13.	Quality Method Statement/Presentation	Celia Penhaligon	11:40
14.	The Social Value Calculator	Celia Penhaligon/Alex Rainbow	11:45
15.	Top tips for Tenderers	Celia Penhaligon	11:50
16.	Indicative timetable	Moriah Priestley	11:55
17.	Thank you and close	Moriah Priestley	12:00

Introductions

Moriah Priestley



Structure for the Session/Clarification Question Process

Lucy Woods



Structure for the Session

- This Information Session is designed to provide background and details of the procurement to assist the potential Alliance Providers to understand the documentation and structure their Tenders.
- In order to ensure that all bidders are provided with the same information, any questions that the potential Alliance Providers wish to raise should be submitted in writing through the procurement's clarification process so that they can be answered in full by the Council and published on the central clarification log for all potential Alliance Providers to see.
- Accordingly, this session cannot be a question-and-answer session, however we have attempted to cover those key elements which will help you with your understanding.
- These slides will be made available to you through the Portal after the session.

Clarification Question Process

- Any Alliance Provider may ask questions or seek clarification from the Council to enable them to complete the tender.
- The Council's responses to clarifications and questions on this tender will be issued to all Alliance Providers using a clarification schedule which will be published on the Portal.
- It is each Alliance provider's responsibility to check for updates to the clarifications schedule by accessing the Portal on a regular basis.
- Provision will be made for confidentiality

Strategic Commissioning Aims

Moriah Priestley



Our Approach

Delivery

- 11 Alliances across 11 Geographical Zones
- An Alliance comprises of one Strategic Provider and Individual Providers who are the Alliance Providers.
- Providers are paid for the actual hours delivered during the invoicing period, usually 28 days up to the total commissioned hours.
- Care is commissioned and provided using an outcome-based approach.

Commercial

- Open procedure; one stage invitation to tender process.
- 8 year contractual framework with Cornwall Council break options at year 3 and 6 .
- Overarching Alliance Agreement per Geographical Zone and Individual Service Provider Agreements
- The Council may open up the Alliance to new Alliance Providers at various stages during the Term if the capacity of the Alliance falls (see Opening Triggers in Clause 6 of the Alliance Agreement).

Financial

- Core hourly rate calculation developed with consideration to the Home Care Association methodology for 2024-25.
- Travel and mileage rates have been split into 4 bands based on ProComp analysis of optimised opportunity.
- Gainshare payments to Strategic Providers
- Additional grant funding has been used to cover the cost of the new approach.

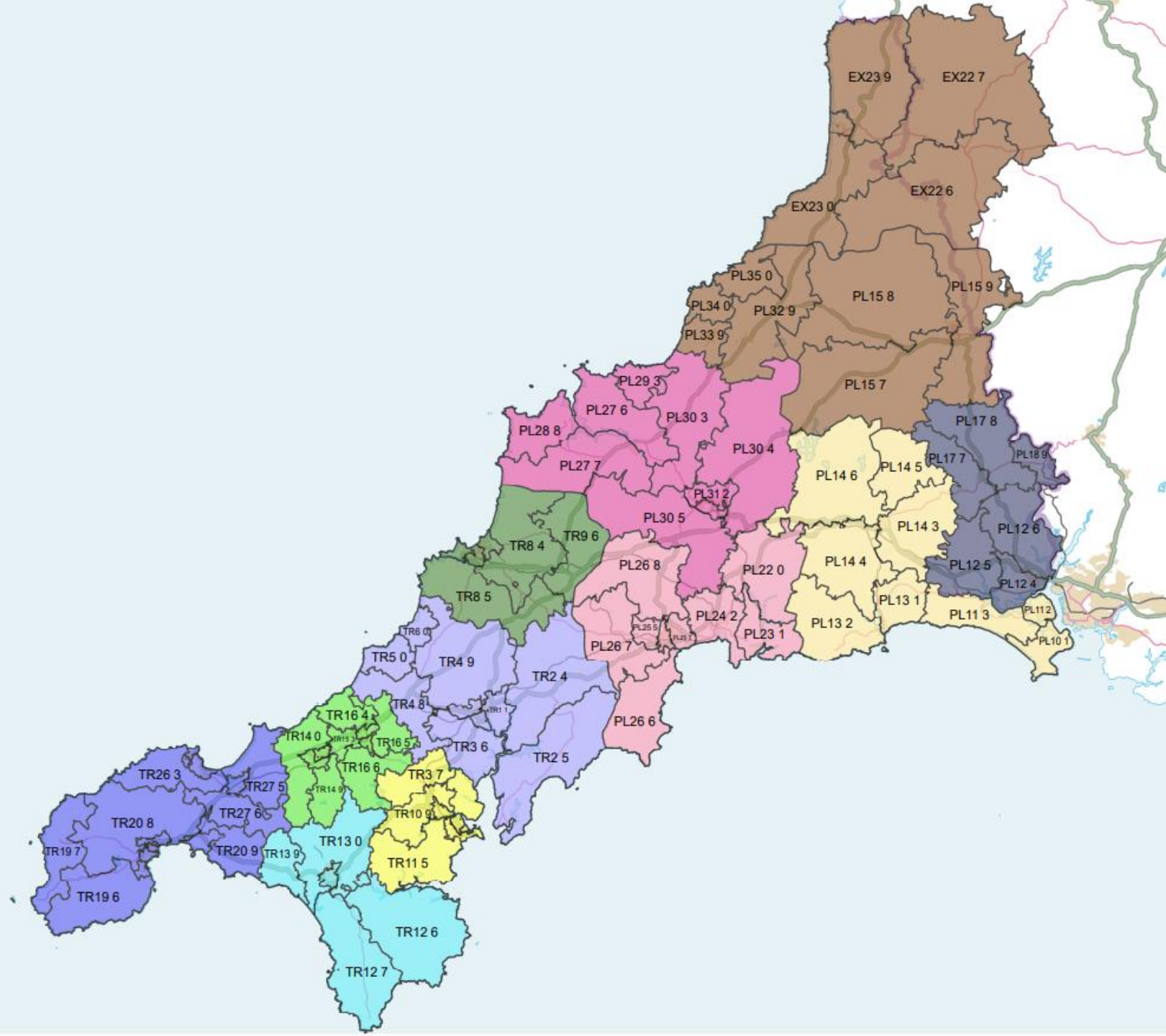
Service Delivery Model

- Home Care commissioned in **11 Geographical Zones**, aligned to ASC localities, which are aligned to PCNs and post cost areas.
- Home Care services in Cornwall reorganised to take an outcomes-based approach where people have an allocation of hours across the week that they can use flexibly with agreement between the individual, carers and providers.
- Care times agreed in an hour window of flexibility to allow providers to optimise capacity and to reduce dependency on actual arrival and departure times.
- The service specification has been developed to reflect this approach; taking into consideration the views of people who use Home Care: carers, staff, providers and other stakeholders. This will include quality requirement and monitoring framework, performance and outcomes framework and roles and responsibilities.
- The Council will support providers to attract workforce through a number of strategies including payment of FLWR, proportionate mileage allowance, integrated workforce planning, international recruitment .

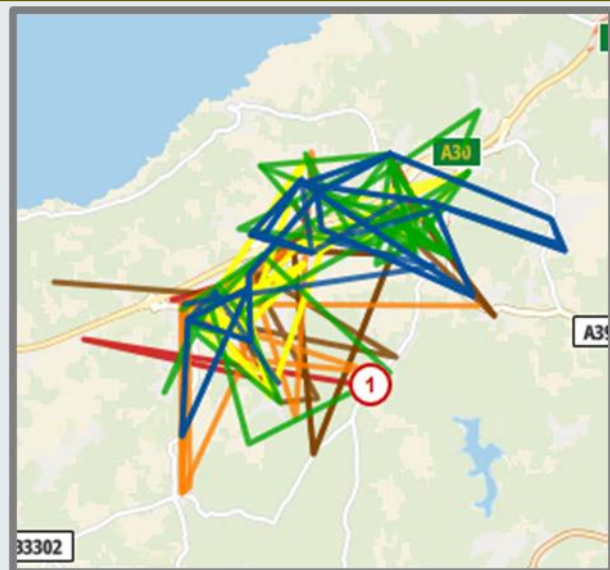
11 Geographical Zones

11 Geographical Zones that are aligned to:

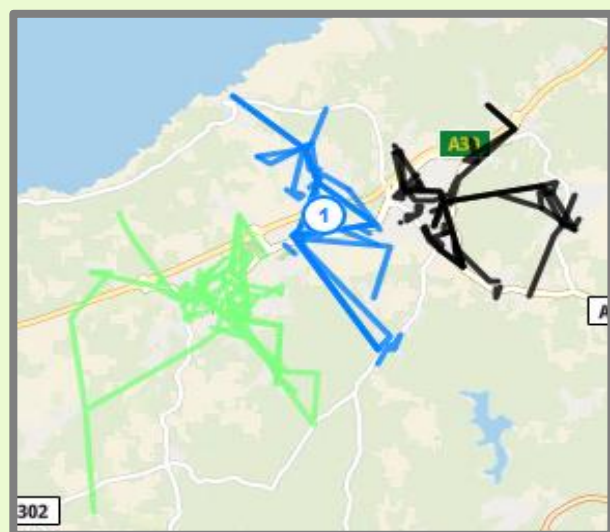
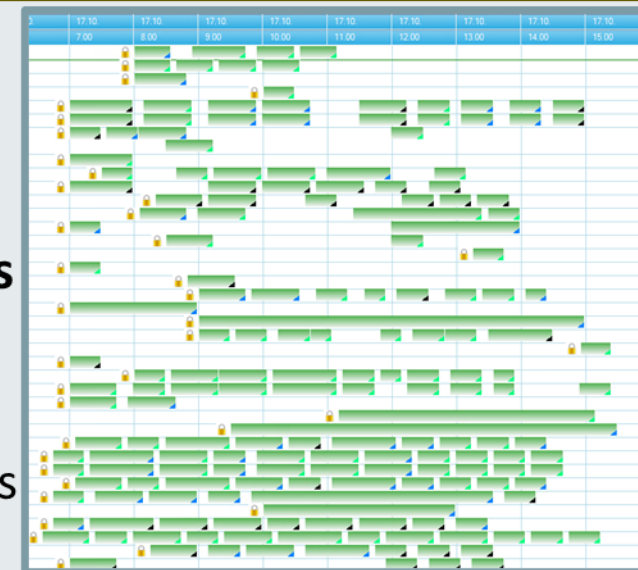
- a) Council Locality Teams
- b) Primary Care Network area boundaries
- c) Clusters of postcodes



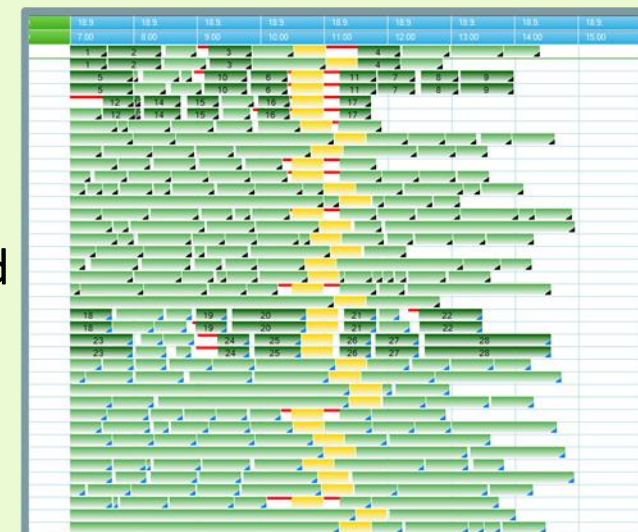
Procomp Approach



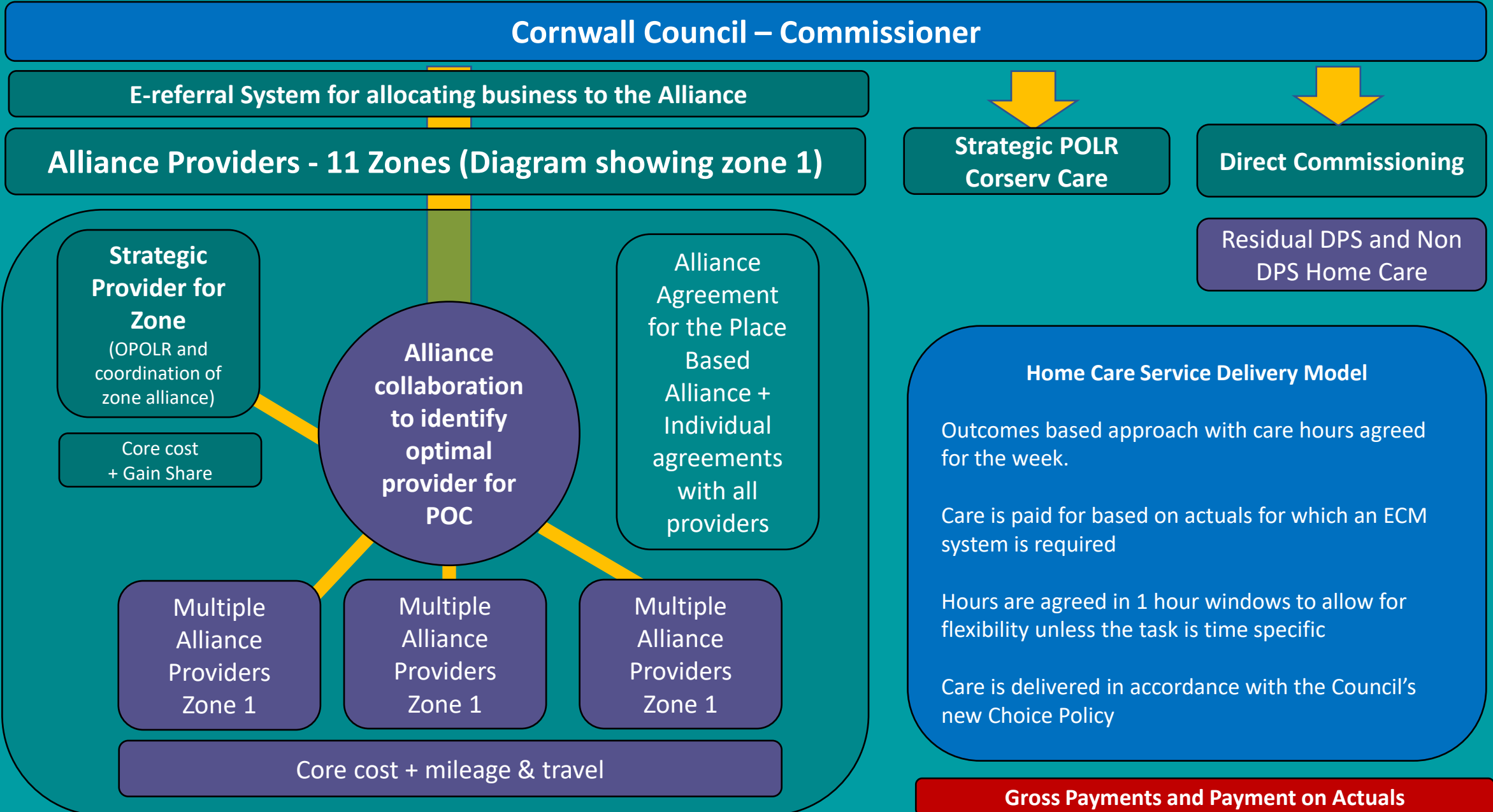
- **Current way of working:** Uncoordinated approach with many providers working in the same area
- **Providers' clients are spread over a wide area**
- **Workers must travel long distances between clients**
- Difficult for providers to utilise capacity effectively and maintain well-filled schedules for their care workers
- The map shows a sample of existing routes & schedules for a specific zone.



- **By cooperating in place-based-alliances** providers would be able to work in smaller localities
- **Significantly reduces the need for travelling**
- Becomes possible to create more compact, better filled schedules for care workers
- Example shows potential routes & schedules for 100% of clients



Home Care Commissioning Model



The Contract Model

Lucy Woods



The Contract Model

- 11 Geographical Zones supported by 11 Alliances, consisting of a Strategic Provider and Individual Providers.
- The Strategic Provider will be responsible for the administration of the Alliance, collaboration between Individual Providers to optimise capacity and for Operational Provider of Last Resort functions.
- The Strategic Provider will be paid fixed Gainshare Funding (varying per Geographical Zone) for its role as Strategic Provider.
- An overarching Alliance Agreement between all of the Alliance Providers (Strategic and Individual) and the Council.
- This agreement will: govern the Alliance, oversee the collaboration between Alliance Providers, set out the roles and responsibilities of individual providers and the legal relationship with the Council, optimise delivery of care packages and govern monitoring and reporting to the Council.
- Individual Service Provider Agreements will govern the provision of the Services allocated to the Alliance Provider under each Care Package
- The Strategic Provider's obligations are set out in this Alliance Agreement. Individual Service Provider Agreements between the Council and each Alliance Provider (Strategic and Individual) will cover the provision of the care and payment for the care services.
- The Alliance Agreement and the Individual Service Provider Agreements will have the same Term (subject to any Alliance Providers being removed during the Term due to contractual breach).

The Contract Model

- The Term of the contracts will be 3 years + 3 years + 2 years to be extended at the Council's discretion, with a maximum Term of 8 years.
- Alliance Providers join the Alliance at the start of the agreement and remain for the duration of the contract, subject to any removal due to contractual breach.
- The Council may open up the Alliance to new Alliance Providers at various stages during the Term if the capacity of the Alliance falls (see Opening Triggers in Clause 6 of the Alliance Agreement).
- The Alliance will optimise the allocation of care packages under the Ordering Procedure set out in Schedule 5 of the Alliance Agreement.
- New packages of care will be allocated to the Alliance Provider using the Council e-referral system. The provisions of the Individual Service Provider's Agreement will then apply to the provision of, and payment for, that care.
- The Alliance will be contractually bound to meet its tendered obligations in relation to its responses to the Quality Method Statements (see later in the session) alongside its Carbon Reduction and Social Value responses.
- By submitting a tender, Tenderers are agreeing to be bound by the terms and conditions of the ITT and the form of contract documents without further negotiation or amendment.
- Clarifications over the contractual terms can be raised through the clarifications log.

Bidding as an Alliance

Celia Penhaligon



Bidding as an Alliance

- Each Lot is aligned to a Geographical Zone.
- In order to participate in this procurement process, providers must form Alliances; Tenders from an Individual Provider or a Strategic Provider, acting alone will not be considered.
- The Council intends to appoint one Alliance per Lot.
- The procurement process will consist of two components within a single stage:
 - Assessment of Tenderers' eligibility, financial standing and technical ability through evaluation of responses to the Selection Questionnaire and;
 - Evaluation of Tenders for the provision of the Services.
- Each Tenderer will need to register on the 'Supplying the South West' Portal and can, individually, download the tender documents for review.
- The Selection Questionnaire will need to be submitted as an Alliance, with all Alliance providers responding in the same response document.
- It will be the responsibility of the Alliance to ensure that all of their Alliance Providers pass the Selection Questionnaire criteria in order to form a compliant Tender.
- Each Alliance should submit one composite Tender response via the Strategic Provider's ProContract account.

Bidding as an Alliance

- In order to help Tenderers collaborate, the Council have made available on ProContract, lists of consenting Home Care providers, the Geographical Zone/s they wish to operate in and contact details.
- It will be for each provider to conduct its own due diligence and research on those providers active or wishing to be active in the relevant Geographical Zone/s and willing to form an Alliance.
- A Tenderer can tender for multiple Lots where all the Alliance Providers are the same and a separate Tender must be submitted for each Lot that a Tenderer is bidding for.
- Tenderers wishing to apply for multiple Lots as part of the same Alliance must set out their Lot preference contained in the Selection Questionnaire; this will help with the award process.
- A Strategic Provider cannot tender for the role of Strategic Provider under the same Lot.
- All Tenders must meet the economic and financial standing and capacity tests contained in the ITT Document.

The Tender Pack

Celia Penhaligon



Schedule	Description	Function
1	Invitation to Tender	Instructions for Tendering, Evaluation Methodology & Guidance Document
2	Selection Questionnaire	Questionnaire
3 – Part 1	Selection Questionnaire Response Document	Response Document
3 – Part 2	Selection Questionnaire Technical & Professional Ability Response Document	Response Document
3 – Part 3	Selection Questionnaire Contact Details & Declaration Form	Response Document
4 - Part 1	Method Statement Questions	Quality Questions
4 – Part 2	Presentation Questions	Quality Questions
4 - Part 3	Method Statement Response Document	Response Document
5	Pricing Schedule	Response Document
6	Social Value Calculator	Response Document
7	Compliance Documents: Form of Tender, Anti-Collusion & Canvassing Certificate, Commercially Sensitive Information Declaration & Information Barrier Protocol	Response Documents
8	Alliance Agreement	Contract
9	Individual Service Provider Agreement	Contract
10	Tenderer Checklist	Guidance
	Service Specifications: Alliance, Strategic Provider & Care Services	Service Specifications
	Policies & Templates	Compliance


The Portal

Celia Penhaligon



Registering as a Provider

To register on the Supplying the South West Portal for access to Cornwall procurement opportunities, please visit:



supplyingthesouthwest.org.uk
Procurement Portal

Navigation

- Home
- Search Latest Opportunities
- Contract Register
- Authorities
- Suppliers' Login
- Buyers' Login

Useful Links

- Help and Guidance
- CPV Codes
- Crown Commercial Services
- TED - Tenders Electronic Daily

Welcome to Supplying the South West Portal

This portal provides a user friendly, intuitive process to advertise all open tenders and quotation opportunities for councils in the South West. The procurement portal is FREE to join for businesses and offers the following advantages:-

- Immediate access to current business opportunities
- Receive email notifications on business opportunities that align with your company
- Reduces costs as the process is online
- You are in control of your tender submission and not reliant on a third party courier or postal service
- Submissions can be completed electronically rather than hand written
- Submissions can be amended up until the closing date and time

[Register now >](#)

Once your company has registered you need to add the domain **@proactis.com** to your safe senders list to ensure that you receive all email alerts

Click the Register now button and follow the simple on- screen instructions.

Where to Find the Opportunity



[Home](#)
[Find opportunities](#)
[My activities](#)
[My contracts](#)
[Help](#)

- To search for new opportunities from the supplier home page click on the **Find Opportunities** link at the top of the page.
- Specify your search criteria to narrow down your results for Cornwall Council.
- To view the further details of the opportunity, click the corresponding title.

[Care and Support at Home Services \(Home Care Services\)](#)

Narrow your results

Portals

All

Organisations

Cornwall Council

Workgroups ?

[No Selection]

Categories ?

There are 0 categories selected

- [+ Add UNSPSC categories](#)
- [+ Add NHS eClass Version 2014 categories](#)
- [+ Add CPV categories](#)
- [+ Add ProClass categories](#)
- [+ Add Proc HE categories](#)

Regions

There are 0 regions selected

- [+ Add new region](#)

Keywords

The ProContract System



[Home](#)
[Find opportunities](#)
[My activities](#)
[My contracts](#)
[Help](#)

Activity documentation, files & links (2) ⓘ

[Hide](#)

Title	Type	Size
Schedule 8 - Alliance Agreement.DOCX	DOCX	282 KB
Schedule 9 - ISP Agreement.DOCX	DOCX	228 KB

Question sets (1) ⓘ

[Hide](#)

Title	Summary
Home Care Services Invitation to Tender	Mandatory question set of 13 questions of which 7 are mandatory

Terms & conditions (1) ⓘ

[Hide](#)

Non Standard T's & C's
--

Deadline & time remaining

A response to this activity can be submitted no later than

26th April 2024 at 12:00 PM ⓘ

Time remaining ⓘ

1 Month	4 Weeks	1 Day
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This is your response submission progress checklist:

So far you have.....

- ☒ Indicated intent to respond (27/02/2024 14:32)
- ☒ Started to draft your response to this activity

Before you can submit your response you need to...

- ☐ Complete the additional information section
- ☐ Complete mandatory question sets
- ☐ Upload at least one attachment
- ☐ Accept terms & conditions fully or in part
- ☐ Submit your response

Step 1: You will be given the option to 'Register your Interest'

Step 2: You will be given the option to 'Indicate your intent to respond'

Step 3: You will be given the option to 'Draft your response'

The ProContract System



Home

Find opportunities

My activities

My contracts

Help

Question sets (1)

Title	Summary	Progress	Action
Home Care Services Invitation to Tender	Mandatory question set of 13 questions of which 7 are mandatory	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	Edit

Response documentation, files & links (0)

[Add](#)

No attachments

Terms & conditions (1)

[Accept terms & conditions](#) [Decline terms & conditions](#)

Title
Non Standard T's & C's

Your response

[Response history](#)

The checklist below shows the current status of your response to this activity

This is your response submission progress checklist:

So far you have.....

☒

 Indicated intent to respond (27/02/2024 14:32)

☒

 Started to draft your response to this activity

Before you can submit your response you need to...

☐

 Complete the additional information section

☐

 Complete mandatory question sets

☐

 Upload at least one attachment

☐

 Accept terms & conditions fully or in part

☐

 Submit your response

Options currently available to you are.....
[Opt out](#)

Step 4: When you Select Edit against the Invitation to Tender, you will have access to all documents

The ProContract System

Once you have submitted your tender you will see something like the below which will identify the time left before the tender closes.

Time remaining

0

5

56

43

Days

Hours

Minutes

Seconds

Submitted

Cornwall Council will then evaluate your tender and be in touch through the system should there be any clarification requests. It is normal for you not to hear from the Council for some time while they evaluate responses.

The Selection Criteria

Celia Penhaligon



The Selection Criteria

- All Alliance members are required to submit responses to the selection questions in the Selection Questionnaire, using the response document, to ensure that each Alliance Member meets the Council's minimum requirements.
- Alliance members that fail to complete the documentation (even if 'for information only') may be excluded from the remainder of the evaluation process and the whole Alliance Tender may not be considered further.
- The Selection Questionnaire Response Document is a spreadsheet that directly corresponds with the Selection Questionnaire, where each Alliance Member completes the questions in their individual worksheet to form a complete workbook.
- **The following criteria apply for this tender:**
 - Information and bidding model
 - Grounds for Mandatory Exclusion
 - Grounds for Discretionary Exclusion
 - Economic and Financial Standing – more about this later in the session
 - Technical and Professional Ability
 - Insurances
 - Data Protection and Cyber Security – more about this later in the session
 - Equality and Diversity
 - Safeguarding staff and vulnerable people
 - Modern Slavery
 - International Recruitment – this is a new section
 - Health and Safety – this has changed to include additional assessment schemes
 - Care Quality Commission
 - Environmental and Sustainability

Comfort Break



Financial and Economic Standing

Geraldine Baker



Economic and Financial Standing Requirements and Capacity Test

Alliance

The Alliance as a whole will be assessed in relation to:

- Minimum Annual Turnover (max score 30), the same score will be given to each member of the Alliance (Strategic & Individual).

(**Note:** Alliance minimum average annual turnover (based on the average of the previous two financial years) exceeds the value of the Lot that it tenders for.)

Individual Service Providers

There are three further economic and financial standing tests that will be applied to individual service providers as part of the scoring process, which are:

- Liquidity (Acid Test Ratio) (max score 30) – a current liquidity ratio equal to or greater than one (1.0)
- Gearing (max score 20) – a gearing ratio of less than ninety percent (90%)
- Net Profit Margin (max score 20) – a mean profit margin percentage for the last two financial years of greater than zero (0%)

The maximum score available for an individual service provider is **100 marks** as outlined above.

Individual Service Providers will need to score at least **70 marks** to receive a “pass” for the economic and financial standing tests section of the selection questionnaire for each lot it is applying for. If this score is not achieved it will be designated as “Higher Risk”

Separately to the tests above where an individual provider has an ultimate parent company, the same tests will be applied. The ultimate parent company must also score at least 70 marks, or the individual provider will be classed as “Higher Risk”. Where the Individual Service Provider is deemed “Higher Risk”, but the ultimate parent company passes and is prepared to provide a parent company guarantee, then the Individual Provider will be awarded a “pass”.

If an alliance bid has providers identified as “high risk” then a further test will be carried out to identify the percentage of high risk individual providers compared to the alliance combined average turnover for the last two financial years. If this is greater than 20% then the Alliance will be awarded an overall “fail” and the tender will not be considered further.

N.B – Litigation self-certification must be met, or the Individual Service Provider will be deemed “High Risk”.

Economic and Financial Standing Requirements and Capacity Test)

Strategic Providers

- Strategic Providers will be subject to a **capacity test** which must show that they have sufficient capacity to undertake the role.
(**Note:** Average turnover for the last two financial years that is equal to or greater than twenty percent of the turnover requirement identified for the relevant Lot.)
- They are also not permitted to rely on an Ultimate Parent Company to meet the turnover requirements within the capacity test. If this test is not met for the relevant Lot then it will be deemed not to have sufficient capacity to undertake the Strategic Provider role and the **Tender will not be considered further.**
Once the Strategic Provider capacity test is met, the same four economic and financial standing tests as detailed on the previous slide are also applied to Strategic Providers. The maximum score available for a Strategic Provider is 100 marks.
- Strategic providers will need to score at least **70 marks** to receive a “pass” for the minimum economic and financial standing tests for each lot it is applying for. Any Strategic Provider which is part of a Group, will also require the Ultimate Parent Group Company to “pass” the four tests. If the Ultimate Parent Company receives an overall “fail” the **tender will not be considered further.**
- Where a Strategic Provider has been awarded a “fail” but is reliant on an ultimate parent company which has received a “pass”, then the Strategic Provider may be awarded a “pass” subject to a parent company guarantee. However, if they do not have the provision of an ultimate parent company guarantee then it will receive an overall “fail” and the **tender will not be considered further.**
- If a provider is applying to be a Strategic Provider over more than one Lot then the twenty percent capacity test detailed above is applied to the total turnover requirement of the cumulative Lots that they have tendered for as Strategic Provider. If they do **not have sufficient capacity to undertake multiple lots** then they will be **awarded lots based on preference** that they will identify through the tender process and the **remaining Lot / Lots will not be considered further.**
- N.B – Litigation self-certification must be met, or the Strategic Provider will deem to “fail” and the **tender will not be considered.**

Information Governance, Data Protection and Cyber Security

Neil Glasson



Information Governance, Data Protection and Cyber Security

Data Security and Protection Toolkit

- Online self-assessment tool
- Provides assurance for compliance with UK GDPR and good data security
- Care providers - Category 3 requirements
- 42 mandatory evidence items
- Have completed it or be willing to complete by contract award
- Compliance monitored through contract management process

Invitation to Tender

Celia Penhaligon



Tender Evaluation Process

- The council intends to appoint one Alliance per Geographical Zone (Lot).
- Each Alliance is required to submit a response to each section through the Portal.
- This should be a composite response of the Alliance such that only one response is submitted per question on behalf of the Alliance.
- Each Lot will be evaluated to determine the most economically advantageous tender from the top scoring Alliance in each zone; subject to having met the requirements of the:
 - Council's minimum requirements
 - The Selection Criteria

The Invitation to Tender Weightings

Evaluation Criteria	Detail	Weighting
Pricing Schedule	<ul style="list-style-type: none"> Travel Time % Mileage Reimbursement 	20%
Quality Method Statement	<ul style="list-style-type: none"> Alliance Approach Optimisation of Care Provision Strategic Provider Role Provision of the Care Services Workforce Carbon Neutrality 	60%
Quality Bidder Presentations	<ul style="list-style-type: none"> Voice of the People Outcome Delivery 	5%
Social Value Calculator	<p>Scored:</p> <ul style="list-style-type: none"> NT9 No. of weeks training opportunities NT10 No. of weeks of apprenticeships NT21 Equality, diversity & inclusion training <p>Information Only:</p> <ul style="list-style-type: none"> NT1 No. of FTE direct local employees NT1c No. of FTE local people on contract NT18 Total spend in local supply chain NT19 Total spend with local MSME enterprises NT31 Savings in CO2e emissions on the contract 	15%

The Pricing Schedule

Russell Moore



The Pricing Methodology

- A Core Hourly Rate of £21.99 has been fixed by the Council as the rate to be paid for the Services, net of the travel element.
- Alliances are invited to bid a travel rate for each preferred Lot using the Pricing Schedule. This is the Variable Travel Rate per Zone.
- The Variable Travel Rate per Zone is made up of mileage and travel time (set out in the Pricing Schedule).
- Each component (mileage and travel time) will be subject to a Ceiling Rate, dependant on the Geographical Zone.
- Each Geographical Zone has been allocated a band within which each Ceiling Rate will fall.
- The Ceiling Rates have been calculated by assessing the efficiencies that can be achieved by route optimisation in each Geographical Zone.
- Each Alliance's Price Schedule submission will be scored in relation to its position to the Ceiling Travel Rate for the Geographical Zone being bid for in accordance with a scoring matrix.

Breakdown of the Hourly Rate from October 2024

					Oct 2024 Cornwall Council Rate	Oct 2024 Cornwall Council Rate				Core Hourly Rate	Travel Hourly Rate	Total Hourly Rate
Careworker Costs	Gross Pay	Hourly rate for “contact time”			£12.00					£12.00		
		Careworkers’ travel time	20.56%	Contact time	£2.47	£14.47				£2.47		£14.47
	NI & Pension	Employer’s National Insurance	6.72%	Gross Pay	£0.97					£0.81	£0.17	£0.97
		Pension contribution	3.00%	Gross pay	£0.43	£1.41				£0.36	£0.07	£0.43
	Other wage related on-costs	Holiday pay	12.07%	Gross pay, NI and pension	£1.92					£1.59	£0.33	£1.92
Gross Margin		Training time	2.91%	Gross pay, NI and pension	£0.46					£0.38	£0.08	£0.46
		Sickness pay	4.20%	Gross pay, NI and pension	£0.67					£0.55	£0.11	£0.67
		Notice and suspension pay	0.20%	Gross pay, NI and pension	£0.03					£0.03	£0.01	£0.03
	Travel Costs	Mileage payment	4.20	£0.45 per mile, per hour of contact time	£1.89	£1.89					£1.89	£1.89
Gross Margin	Business Costs	Management & supervisors		Estimated fixed cost	£1.48							
		Back-office staff		Estimated fixed cost	£0.55							
		Staff recruitment		Estimated fixed cost	£0.29							
		Training costs		Estimated fixed cost	£0.33							
		Regulatory fees		Estimated fixed cost for average-sized provider	£0.09							
		Rent, rates and utilities		Estimated fixed cost	£0.35							
		IT & telephony		Estimated fixed cost	£0.43							
		PPE and consumables		Estimated fixed cost	£0.72							
		Finance, legal & professional		Estimated fixed cost	£0.33							
		Insurance		Estimated fixed cost	£0.27							
Gross Margin		Other business overheads		Estimated fixed cost	£0.39							
	Profit	Profit / surplus	5.00%	Careworker + business costs	£1.30	£1.30				£1.05	£0.26	£1.30
Total price based on the Real Living Wage (announced in October 2023)						£27.37				£21.99	£5.38	£27.37
				Core Rate	£23.01					£21.99		(£1.02)
				Careworker Travel & Mileage	£4.36						£5.38	£1.02
					£27.37					£21.99	£5.38	
				Inflation Uplift on Existing £23.98 Rate	£23.98							
				Rate Increase £	£3.39							
				Rate Increase %	12.39%							

The mileage element of £1.89 is based on 4.20 miles per hour of contact time at £0.45p per mile and care worker travel time of £2.47 is based on 12.35 minutes per hour of contact time at the FLW hourly rate of £12.00 from April 2024.

Pricing Schedule

- Tenderers are invited to submit a variable rate for mileage and travel time for the Lot they are bidding for and a separate pricing schedule must be submitted for each Lot.
- The Variable Travel Rate will be evaluated and accounts for the twenty percent (20%) allocated to Pricing in this procurement.
- Each Lot has been allocated a band between one (1) and four (4) with band one (1) representing the highest optimised travel time and mileage and band four (4), the lowest.
- The Ceiling Rates for each Lot have been calculated by assessing the efficiencies that can be achieved by route optimisation, supported by evidenced analysis.
- The Variable Travel Rate cannot be more than the Ceiling Rate.
- The Ceiling Rate for each zone is shown in the table below. This is calculated as a mileage element based on miles per hour of contact time at £0.45p per mile and care worker travel time based on minutes travelled per hour of contact time at the Real Living Wage hourly rate which from April 2024, will be £12.00.

Travel + Mileage Ceiling	Band
5.53	1
5.38	2
5.22	3
5.05	4

Pricing Schedule (continued)

Evaluation of the Variable Travel Rate

- Each Tenderer will be scored in relation to its position to the Ceiling Rate. The Ceiling Rate for this procurement for each Lot is:

Lot	Ceiling Rate
Lot 1 – Penwith	£5.05
Lot 2 – Kerrier (South)	£5.38
Lot 3 – Kerrier (North)	£5.05
Lot 4 – Falmouth and Penryn	£5.05
Lot 5 – Truro Rural	£5.22
Lot 6 – Newquay and Clays	£5.22
Lot 7 – St Austell, Three Harbours and Mevagissey	£5.22
Lot 8 – Bodmin and Wadebridge	£5.22
Lot 9 – Liskeard, Looe, Rame and Peninsula	£5.38
Lot 10 – Tamar Valley and Saltash	£5.38
Lot 11 – Camelford, Bude, Stratton and Launceston	£5.53

- The score a particular Tenderer will receive is calculated based on the Tenderer's percentage deviation from the Ceiling Rate.
- The scores achieved by each Tenderer is set out in Table 2 below:

Percentage Deviation from Ceiling Rate	Score	Weighted Score
-16.00% or below	5	20%
Between -11.00% and -15.99%	4	16%
Between -6.00% and -10.99%	3	12%
Between -0.01% and -5.99%	2	8%
No deviation to ceiling	1	4%
Above ceiling rate	0	0%

Gainshare Payment Calculation

A fixed Gainshare payment funded through Market Sustainability and Improvement Funding grant will be made to Strategic Providers to reflect their additional responsibilities for the Alliance including administration, optimisation and Operational Provider of Last Resort.

The allocations outlined in the table below are based on the existing number of care hours in each zone to reflect the differential in the resource requirements for managing larger zones.

Gain Share Payments to Strategic Providers per Alliance (Zone)

			Administration		Market Fragility		Business Failure		Productivity		
			£ 680,000	£ 680,000	£ 660,000	£ 660,000	£ 660,000	£ 660,000	£ 440,000	£ 440,000	
Care Hours	Lot	Zone	Fixed	Total Annual Payment	Fixed	Total Annual Payment	Fixed	Total Annual Payment	Fixed	Total Annual Payment	Total Annual Gain Share Payment for Zone
194,662	1	Penwith	£ 109,408	£ 109,408	£ 106,190	£ 106,190	£ 106,190	£ 106,190	£ 70,793	£ 70,793	£ 392,580
65,304	2	Kerrier (South)	£ 36,704	£ 36,704	£ 35,624	£ 35,624	£ 35,624	£ 35,624	£ 23,749	£ 23,749	£ 131,701
164,262	3	Kerrier (North)	£ 92,321	£ 92,321	£ 89,606	£ 89,606	£ 89,606	£ 89,606	£ 59,737	£ 59,737	£ 331,271
101,543	4	Falmouth/Penryn	£ 57,071	£ 57,071	£ 55,392	£ 55,392	£ 55,392	£ 55,392	£ 36,928	£ 36,928	£ 204,784
122,602	5	Truro/Rural	£ 68,907	£ 68,907	£ 66,880	£ 66,880	£ 66,880	£ 66,880	£ 44,587	£ 44,587	£ 247,255
70,350	6	Newquay/Clays	£ 39,540	£ 39,540	£ 38,377	£ 38,377	£ 38,377	£ 38,377	£ 25,584	£ 25,584	£ 141,877
147,957	7	St Austell/3 Harbours/Mevagissey	£ 83,157	£ 83,157	£ 80,711	£ 80,711	£ 80,711	£ 80,711	£ 53,808	£ 53,808	£ 298,388
79,566	8	Bodmin/Wadebridge	£ 44,719	£ 44,719	£ 43,404	£ 43,404	£ 43,404	£ 43,404	£ 28,936	£ 28,936	£ 160,463
91,618	9	Liskeard/Looe/Rame Peninsula	£ 51,493	£ 51,493	£ 49,978	£ 49,978	£ 49,978	£ 49,978	£ 33,319	£ 33,319	£ 184,768
69,308	10	Tamar Valley/Saltash	£ 38,954	£ 38,954	£ 37,808	£ 37,808	£ 37,808	£ 37,808	£ 25,205	£ 25,205	£ 139,775
102,711	11	Camelford/Bude/Stratton/Launceston	£ 57,727	£ 57,727	£ 56,029	£ 56,029	£ 56,029	£ 56,029	£ 37,353	£ 37,353	£ 207,139
1,209,883			£ 680,000	£ 680,000	£ 660,000	£ 660,000	£ 660,000	£ 660,000	£ 440,000	£ 440,000	£ 2,440,000

The Quality Method Statement

Celia Penhaligon



The Quality Method Statement & Presentation

- **Quality Method Statement**

- Each Alliance is required to provide a written response to each question.
- Alliances should note any page or word count limits set out in instructions.
- Any pages or words exceeding the limits will not be evaluated.

- **Presentation**

- Alliances are required to prepare a PowerPoint presentation to be submitted with the tender.
- This will be required to be presented at a time to be established early in the tender period (and notified through the Portal) - by a maximum of three presenters - to an evaluation panel.
- The presentation will be required to be via Microsoft teams and will be recorded.

- **Evaluation**

- Each Alliance's Quality Method Statement & Presentation response will be allocated a score between 0 and 5 in accordance with a scoring matrix.
- The evaluation will consist of a two-step process comprising of:
 - Step 1 - Independent evaluation by each evaluator
 - Step 2 - Moderation of scores between evaluators to arrive at a consensus score

The Social Value Calculator

Celia Penhaligon



Social Value Calculator

- Each Alliance will receive a set of TOMs (Themes, Outcomes, Measures), customised for the contract as part of the tender and will be able to:
 - Review the definitions, units and evidence requirements for each of the measures to ensure future delivery and evidence social value for future contract management.
 - Make commitments against some or all the measures included in the calculator.
- The evaluation will consist of a two-step process comprising of:
 - Step 1 - Independent evaluation by each evaluator
 - Step 2 - Moderation of scores between evaluators to arrive at a consensus score
- The evaluation will be split into quantitative and qualitative scores:
 - The quantitative score is generated automatically on the calculator (50% weighting).
 - The qualitative score is derived from the description of commitments provided by the Tenderer against each measure (50% weighting).
- Each Alliance's scored Social Value submission will be allocated a score between 0 and 5 in accordance with a scoring matrix.
- The Alliance submitting the highest offer will receive a score of 100%.
- All other bids will be scored in relation to this.

Social Value Calculator

Mandatory and evaluated TOMs

The following mandatory TOM’s will be evaluated and scored as part of the tender submission. They will also form part of the contract monitoring regime.

THEME	OUTCOMES	NT Ref	MEASURES For measures guidance see final tab.
Jobs: Promote Local Skills and Employment	Improved skills	NT9	No of weeks of training opportunities (BTEC, City & Guilds NVQ, HNC - Level 2,3 or 4 +) on the contract that have either been completed during the year, or that will be supported by the organisation until completion in the following years
	Improved skills	NT10	No of weeks of apprenticeships or T Levels (Levels 2,3 or 4) provided on the contract (completed or supported by the organisation)
Growth: Supporting Growth of Responsible Regional Business	Improving staff wellbeing and mental health	NT21	Equality, diversity and inclusion training provided both for staff and supply chain staff

Social Value Calculator

Mandatory but not evaluated TOMs

The following mandatory TOMs will be part of the homecare social value tender requirement, however they will not be evaluated. Tenderers will be required to submit information for these TOM's as part of the contract management process.

THEME	OUTCOMES	NT Ref	MEASURES For measures guidance see final tab.
Jobs: Promote Local Skills and Employment	More local people in employment	NT1	No. of full time equivalent direct local employees (FTE) hired or retained for the duration of the contract
	More local people in employment	NT1c	No. of local people (FTE) on contract for one year or the whole duration of the contract, whichever is shorter, employed through the supply chain as a result of your procurement requirements
Growth: Supporting Growth of Responsible Regional Business	More opportunities for local MSMEs and VCSEs	NT18	Total amount (£) spent in local supply chain through the contract
	More opportunities for local MSMEs and VCSEs	NT19	Total amount (£) spent through contract with local micro, small and medium enterprises (MSMEs)
Environment: Decarbonising and Safeguarding our World	Carbon emissions are reduced	NT31	Savings in CO2e emissions on contract achieved through de-carbonisation (i.e. a reduction of the carbon intensity or processes and operations, specify how these are to be achieved) against a specific benchmark

Top Tips for Tenderers

Celia Penhaligon



Top Tips

- ✓ Always ask clarification questions if information provided in the tender pack is unclear to you
- ✓ Allow sufficient time to submit your tender
- ✓ Remember that each Alliance member must be responsible for the completion of their own Selection Questionnaire
- ✓ Remember that each Alliance member must have passed the Selection Questionnaire stage to be part of a tendering Alliance
- ✓ Pay attention to word count when responding to quality questions (words exceeding permitted limit are discounted from evaluation)
- ✓ Only provide additional information such as diagrams, charts etc, if it is permitted to do so (otherwise this information is discounted)
- ✓ Always provide support and evidence for statements made in your tender if allowed
- ✓ All information provided as attachments should be clearly referenced to the question number
- ✓ Ensure your response focuses on and responds to the requirements of the tender
- ✓ The Council evaluate what you have submitted. The Council cannot refer to any previous knowledge or experience it has had with a provider unless it is in your submission – do not make any assumptions about what the Council may or may not know about you or your company
- ✓ You must complete and return the documents in the format requested by the given time and date & make sure to sign anything that should be signed

Indicative Timetable

Moriah Priestley



Indicative Timetable

Event	Date
Contract Notice published	26/02/24
Deadline for receipt of clarifications	05/04/24 12:00
Target date for responses to clarifications	12/04/24
Deadline for tender return (" Return Date ")	26/04/24 12:00
Tenderer presentations	29/04/24 – 24/05/24
Notification of Contract Award decision	22/07/24
End of "Standstill" period	01/08/24
Confirm award	02/08/24
Due diligence checks	02/08/24 – 30/08/24
Mobilisation Period	02/08/24 – 02/09/24
Contract signing	02/09/24 – 30/09/24
Contract commencement date	28/09/24

Thank you and Close

