

## Derbyshire Support Service for Young Carers and their Families

### FREQUENTLY ASKED QUESTIONS

1.	Who is the Commissioner?	Derbyshire County Council
2.	Where will these services be provided?	The services are to be provided across the whole county of Derbyshire, (excluding Derby City).
3.	Will the Council consider providers outside of Derbyshire?	Yes, the provider could be based anywhere but we'd expect them to be able to offer local provision.
4.	What age does the service go up to?	For most children it will up to 18 <sup>th</sup> birthday. However, where the service is being provided to a disabled child it may be up to 19 or, if a young person is receiving a service on their 18 <sup>th</sup> birthday, the service should continue to completion or handover to another service.
5.	Is it your expectation that the service will use and link into existing local authority Information Management systems or that the service will implement its own?	<p>The provider must have in place a system to provide the information required for the local authority, in accordance with the service specification.</p> <p>The provider must also be able to send and receive electronic records securely in order to be able to view/share records under a specific data sharing agreement.</p>
6.	Will TUPE information be available prior to tender submission?	Yes, tenderers that require information regarding current staffing and TUPE details must complete, sign and return a copy of the Information Sharing Agreement before the information can be released
7.	How long is the contract for?	It is for a minimum of 3 years from April 1 <sup>st</sup> 2017. There is an option to extend the contract for a further 2 x 1 years
8.	How many providers will be awarded a contract to deliver these services?	It has been decided that to ensure consistency across the service, one provider will be selected to deliver the service

<b>9.</b>	How is it decided which provider is successful?	The full evaluation approach can be found in Appendix B of the tender pack
<b>10.</b>	If we don't send a tender in by the deadline have we missed the opportunity to apply for good or is it on-going?	If you do not apply by the tender return date then you will have missed the opportunity to be considered for the tender.
<b>11.</b>	Will the provider that has been successful in the tender be issued with a contract to sign?	Yes, successful applicant will be issued a contract to sign. The model contract is enclosed. This will include generic terms and conditions.