**Appendix E - Guidance and Response Document**

**for**

**Additional Adults Care at Home and Community-based Reablement Tenders**

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1. **SUBMISSION CHECKLIST**

Tenderers should read all the documents forming this Invitation to Tender carefully. The table below provides details of all the documents, which must be completed, signed and included in the Tenderers Final submission:

|  |  |  |  |
| --- | --- | --- | --- |
| **Action Point** | **Action** | **Document Reference** | **Completed and Signed** |
| 1 | **Social Value Portal Submission (SVP) –**  Community-based Re-ablement submission only | **Section 4 of ITT & Appendix H** |  |
| 2 | **Fairer Future Procurement Framework (FFPF)** - completed and signed | **Section 5 of ITT** |  |
| 3 | **Form of Tender** - completed and signed for all lots bidding for. | **Section 6 of ITT** |  |
| 4 | **Certificate of Non-Collusion, Non-Canvassing Certificate and Conflict of Interest Certificate** - completed and signed | **Section 7 of ITT** |  |
| 5 | **Offences Certificate** - completed and signed | **Section 8 of ITT** |  |
| 6 | **Parent Company Guarantee Undertaking** – completed and signed (if applicable) | **Section 9 of ITT** |  |
| 7 | **Confidentiality Undertaking** – completed and signed | **Section 10 of ITT** |  |
| 8 | **Collaboration Agreement** – completed and signed (Additional Adults Care at Home Only) | **Section 11 of ITT** |  |
| 9 | **Price Schedule/Financial Implications Responses** | **Appendix D** |  |
| 11 | **Method Statements/Delivery Proposals** | **Appendices F & G** |  |
|  | **Organisational information** Tenderers must confirm that all the details they provided in the Selection Questionnaire (SQ) are still valid. | **Part 5 of this document** |  |

**Tenderers are required to sign this document stating they have checked all documents before submitting their Tender.**

**FOR AND ON BEHALF OF [ )**

Signed by:

Full name (capitals):



Position:

Date:

1. **GUIDANCE AND INSTRUCTIONS FOR TENDER**
   1. The quality and price evaluation process requires Tenderers to produce a response to each of the questions listed in appendices D, F & G and tenderers are also required to complete Part 5 of this document if any information has changed since the SQ was submitted. These responses relate to the Service Specifications for the Southwark Additional Adults Care at Home and Community-based Reablement the Council is seeking to procure in line with the Conditions of Contract (Appendix C).
   2. Tenderers must ensure every response incorporates the aims, vision and outcomes for this Project as detailed in Service Specification and the Conditions of Contract and other documentation in this Tender Pack.
   3. Tenderers must ensure that they respond to all questions fully. Tenderers should not assume that the Council knows their company and/or their capabilities. Evaluation will be based on what is written in the submission.
   4. Some questions are made up of several parts. Tenderers must respond to each part of the question in full.
   5. Tenderers must ensure that they provide in their proposal examples of their knowledge and skills, using examples where appropriate. Tenderers need to provide enough information for the evaluators to judge their suitability to provide the contract for the Additional Adults Care at Home and/or Community-based Re-ablement service.
   6. Once Tenderers have completed all questions, they must read through them again to check that the answers are accurate and that they have answered each question as fully as possible. It is suggested that Tenderers use the list of questions as a reference, ticking off each topic as they read through their answers, which will help ensure all questions are answered. Please note that some questions include specific areas that Tenderers should address in their answers and Tenderers shall be evaluated on this basis.
   7. Please contact the Council through ProContract3, the Council’s e-procurement portal, to clarify any points that are unclear as detailed in Section 1 Invitation to Tender.
2. **METHOD STATEMENT Response/DELIVERY PROPOSALS**

**INTRODUCTION**

1. Tenderers are required to submit method statements demonstrating how specific elements of the service, as defined in the Service Specification and Terms and Conditions, will be delivered.
2. Tenderers are required to submit a response to all questions using the appendices provided for Lot 1 & 2 Additional Adults Care (Appendix F) and for Lot 3 Community-based Re-ablement (Appendix G). Failure to do this may result in a response not being taken into account.
3. Before submitting the method statements, Tenderers should ensure that they have:
   * 1. Answered all questions in the space provided within the Method Statement Response Template. If it is not clear to which method statement any part of their response relates to, a score may not be awarded.
     2. Ensured that they have answered questions within the maximum word limit allocation stated for each method statement. Tenderers may make use of supporting documents (appendices to questions) only where truly relevant and appropriate. Any appendix that is judged to be essentially the continuation of a question, and therefore a circumvention of the word limit, will be rejected and ignored.
     3. Enclosed all relevant documents and clearly referenced them to correspond with the method statement(s) and any sub-section(s) to which they relate. Cross-referencing to other method statement responses is not permitted.
4. Tenderers may make use of supporting documents (appendices to questions etc.) only where truly relevant and appropriate. Any appendix that the evaluator judges to be essentially the continuation of a question response, and therefore a circumvention of the word limit, will be rejected and ignored.
5. Each method statement response will be scored between 0 and 5 as per Table 1 in this document.
6. The method statement scores will form part of the overall quality score, the maximum score for the Additional Adults Care at Home method statements is 50 points and for the Community-based Re-ablement method statements is 60 points.

**Table 1: Method Statements Scoring Matrix**

|  |  |  |
| --- | --- | --- |
| **Assessment** | **Score** | **Interpretation** |
| Excellent response | 5 | A response which shows how the service can comprehensively be taken to the next level in terms of exceeding our requirements as detailed in the tender documents and service specification and/or offering significant added value to the Council’s overall strategic requirements and objectives. |
| Very Good response | 4 | A response which shows that the Tenderer demonstrates an understanding of our requirements as detailed in the tender documents and service specification and has a credible methodology to deliver the service alongside a clear process and plan to deliver additional benefits and deliver value. |
| Good response | 3 | A response which shows that the Tenderer demonstrates an understanding of our requirements as detailed in the tender documents and service specification has a credible methodology to deliver the service and could evolve into additional benefits. |
| Satisfactory response | 2 | A response which is capable of meeting our requirements as detailed in the tender documents and service specification but is unlikely to go beyond this. |
| Unsatisfactory response | 1 | Although the Tenderer does demonstrate an understanding of our requirements as detailed in the tender documents and service specification there are some major risks or omissions in relation to the proposed solution to deliver the service and we would not be confident of our requirements being met. |
| Cannot be scored | 0 | No information provided or incapable of being taken forward either because the Tenderer does not demonstrate an understanding of our requirements as detailed in the tender documents and service specification or because the solution is incapable of meeting our requirements. |

**Table 2: Qualitative Evaluation – Method Statement Weightings**

**Lot 1 & 2 – Additional Adults Care at Home: Quality Weighting (30%)**

|  |  |
| --- | --- |
| **Method Statement** | **Weighting** |
| 1. Service Delivery & Outcomes | 50% |
| 1. Workforce | 20% |
| 1. User Experience | 15% |
| 1. Partnership Working | 5% |
| 1. Mobilisation | 5% |
| 1. Social Value | 5% |
| **Total** | **100%** |

**Lot 3 – Community-based Re-ablement: Quality Weighting (60%)**

|  |  |
| --- | --- |
| **Method Statement** | **Weighting** |
| 1. Service Delivery & Outcomes | 50% |
| 1. Workforce | 20% |
| 1. User Experience | 15% |
| 1. Partnership Working | 5% |
| 1. Mobilisation | 5% |
| 1. Social Value | 5% |
| **Total** | **100%** |

1. **price schedule Response (70%)**
   1. Tenderers are required to fill in Appendix D - Price Schedule. For Additional Adults Care at Home, there will be a floor rate of **£17.30** per hour and a ceiling rate of **£18.10** per hour. The Community-based Reablement floor rate is **£18.00** and the ceiling rate is **£19.50** per hour.
   2. The total price per hour for delivering the services will then be included in the price evaluation to obtain a score as per the scoring methodology outlined in Section 3 of the ITT – Evaluation Criteria.
   3. The price provided by Tenderers shall be fixed for the duration of the contracts, however the price will be adjusted to accommodate any increases to the London Living Wage (LLW) plus an additional 37% increase on the LLW difference for “on costs”.
2. **SQ CONFIRMATION**

Tenderers must confirm that all the details they provided in the SQ are still valid in the Form of Tender included in this document. If any information provided in the SQ has changed Tenderers are obliged to provide the Council with details of these changes in the box below (including copies of accounts which have been published, details of any changes to ownership and changes to any other information).

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In the event that the Council becomes aware that a Tenderer does not qualify under the minimum requirements set out in the SQ as a result of these amendments, then that Tenderer shall be disqualified and shall not be considered further.