



**Provision of High Support & Training Accommodation for Young
People age 16-25**

REFERENCE: DN254611

PROCUREMENT PROCEDURE: EU OPEN, Light Touch Regime

**Supplier Response Document
Part F - Quality Statements**

Name of Tenderer:	<<Complete full name of tenderer submitting the information>>	
Deadline for submission: (UK date and time)	DATE:	11th May 2017
	TIME:	23:30

Status:	Issued
Version:	V1
Date:	7 th April 2017

Text marked <<BLUE>> must be completed by the Tenderer.

Completed tender documents must be submitted in accordance with the instructions given in the Invitation to Tender.

APPENDICES SUPPLIED SEPARATELY AND FORMING PART OF OUR PART F (QUALITY STATEMENTS) SUBMISSION:

Appendix Ref.	Appendix Title
Appendix C1	<<Completed by the Tenderer>>
Appendix C2	<<Completed by the Tenderer>>
Appendix C3	<<Completed by the Tenderer>>
Appendix C4	<<Completed by the Tenderer>>

RESPONSE TO SERVICE SPECIFICATION

Tenderers must provide Quality Statements in response to the questions prefixed “QS” below. Quality Statements must describe how the tenderer will meet the requirements of the contract.

Tenderers are required to respond to all of the questions below.

Please adjust as necessary the size of the ‘response’ box in order to accommodate your response.

Tenderers are referred to the Invitation to Tender and reminded that evaluation of their Quality Statements will account for 60% of the evaluation.

Mandatory Requirements

Requirements in this section are MANDATORY requirements and MUST be met by Tenderers. Failure to meet any of the Mandatory Requirements will result in the tender being deemed non-compliant and the tender will be discounted from further consideration.

Tenderers are required to read the particular requirements in this section and then select ‘Yes’ for when they can meet the requirement or ‘No’ if they cannot meet the requirement.

MR1	Economic and Financial Standing	
	Question	Response
MR1.1	Are you able to provide a copy of your audited accounts for the last two years, if requested? If no, can you provide one of the following: answer with Y/N in the relevant box.	Yes / No
	(a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation.	Yes / No
	(b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	Yes / No

	(c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	Yes / No
MR1.2	Where we have specified a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out.	Yes / No

MR2	If you are part of a wider group, please provide further details below:	
Name of organisation		
Relationship to the Supplier completing these questions		
MR2.1	Are you able to provide parent company accounts if requested to at a later stage?	Yes / No
MR2.2	If yes, would the parent company be willing to provide a guarantee if necessary?	Yes / No
MR2.3	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	Yes / No

MR3	Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015	
MR3.1	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	Yes / No
MR3.2	If you have answered yes above are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?	Yes / No If Yes then please provide the relevant url If No then please provide an explanation

MR4	Insurance
	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Yes / No</p> <p>Employer's (Compulsory) Liability Insurance * = £10 million</p> <p>Public Liability Insurance = £10 million</p> <p>Professional Indemnity Insurance = £1 million</p> <p>*It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>

MR5	Financial Risk	Pass / Fail
	<p>The authority will perform a financial risk assessment using information provided in the Economic and Financial Standing section of this document.</p> <p>The authority may use a credit reference and / or financial status records agency. Other financial information may be sought in order to complete our risk assessment. This may include, but not be limited to, a review of current assets against liabilities, profitability over the previous four years, size of any long term liabilities (particularly where these are financed by external bank loans), the structure of the company and whether it is or could be supported by a Parent Company, the value of current reserves, whether the contractor is long-established, plus consideration of the size of contract against company turnover. The minimum yearly turnover that economic operators are required to have shall not exceed twice the estimated contract value, except in duly justified cases. A potential supplier will not be deselected on the basis of turnover alone.</p>	
MR1.1	<p>The minimum level of economic and financial standing and / or a minimum financial threshold for this project is: £1,034,110</p>	<p>Cross-reference to (Economic and Financial Standing)</p> <p>Yes / No</p>
MR1.2	<p>A financial guarantee may be required following risk assessment. The normal lower limit above which a Performance Bond of 10% of the tender total may be required is:</p> <ul style="list-style-type: none"> £150,000 for goods and services <p>If required are you willing to provide:</p> <ul style="list-style-type: none"> Performance Bond Parent Company Guarantee 	<p>Yes / No Yes / No</p>

MR6	Equality and diversity	Pass / Fail
	<p>Please self-certify whether, as an Employer, you meet the requirements of the positive equality duties in relation to the Equalities Act 2010* - and you have your own relevant policies/ literature or if you do not have your own policies / literature then you commit to the Council's standards outlined in its Policy document <i>Fairness for All</i> http://www.poole.gov.uk/your-council/equality-and-diversity/equality-and-diversity/</p> <p>* It is a legal requirement that applies to both public and private procurement.</p>	Yes / No

MR7	Mandatory Requirements (Project Specific)
MR7.1	<p>All staff shall have Enhanced Disclosure and Barring Service (DBS) clearance before commencing employment and DBS checks will be reviewed at least every 3 years.</p> <p>Please confirm you meet this mandatory requirement.</p> <p>Response:</p> <p>YES / NO</p>
MR7.2	<p>The Organisation will maintain a data management system which is web based on a secure server and provides case management (with read only access for Commissioners) and the flexibility to respond to changes in monitoring data requests and produces quarterly/annual reports.</p> <p>Please confirm you meet this mandatory requirement.</p> <p>Response:</p> <p>YES / NO</p>
MR7.3	<p>Accommodation is in place to service the minimum number of units or a commitment to have accommodation in place at the point of implementation.</p> <p>Please confirm you meet this mandatory requirement.</p> <p>Response:</p> <p>YES / NO</p>
MR7.4	<p>The building should adhere to the Housing Act 2004 Part 1, Housing Health and Safety Rating System (HHSRS).</p> <p>Please confirm you meet this mandatory requirement.</p>
	<p>Response:</p> <p>YES / NO</p>

MR7.5	<p>The Service Provider will work with the Service Commissioner and other relevant partner agencies in order to make reasonable adjustments to the accommodation to ensure it is accessible for Service Users, inclusive of those with physical disabilities.</p> <p>Please confirm you meet this mandatory requirement.</p>
	<p>Response:</p> <p>YES / NO</p>
MR7.6	<p>The building should have smoke alarms fitted in all Service Users rooms and communal areas.</p> <p>Please confirm you meet this mandatory requirement.</p>
	<p>Response:</p> <p>YES / NO</p>
MR7.7	<p>The accommodation will feature access to a communal garden or other private outdoor space</p> <p>Please confirm you meet this mandatory requirement.</p>
	<p>Response:</p> <p>YES / NO</p>

Quality Statements

You are required below to respond to a number of questions. Your responses will tell us How, Who, What, Where, When and Why. Your responses are your opportunity to convince us that you should be awarded the contract. Please ensure that your responses are relevant and proportionate. You must respond fully to each question. Do not cross-reference from one response to another.

Once the Authority is satisfied with response documents, they will be incorporated into and form part of the contract.

Responses must be Arial Font Size 12. A word limit is stated below, if a response exceeds the stated word limit then the words over that limit will not be read and a score will be awarded on this basis. Information excluded from over-long responses may impact your ability to win the contract.

Please note that for each response, excluding QS2 Service Model and Performance and QS3 Personalisation, the response should be no more than two sides of A4.

For QS2 Service Model and Performance, the response should be no more than 30 sides of A4 for all 4 parts as a total.

For QS3 Personalisation, the response should be no more than 20 sides of A4.

Please read the Service Specification carefully and complete your responses where indicated.

Depending on the response given a score of 0 to 10 will be given per question.

The evaluation methodology is described in the Invitation to Tender.

No.	Question																								
QS1	Technical and Professional Ability																								
QS1.1	<p>Relevant experience and contract examples</p> <p>Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years. Examples should not include previous contracts completed for the procuring Authority.</p> <p>The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p> <p>Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).</p> <p>Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.</p> <p>If you cannot provide examples see question QS1.2</p>																								
	<table border="1"> <thead> <tr> <th></th><th>Contract 1</th><th>Contract 2</th><th>Contract 3</th></tr> </thead> <tbody> <tr> <td>Name of customer organisation</td><td><<RESPONSE>></td><td><<RESPONSE>></td><td><<RESPONSE>></td></tr> <tr> <td>Point of contact in the organisation</td><td><<RESPONSE>></td><td><<RESPONSE>></td><td><<RESPONSE>></td></tr> <tr> <td>Position in the organisation</td><td><<RESPONSE>></td><td><<RESPONSE>></td><td><<RESPONSE>></td></tr> <tr> <td>E-mail address</td><td><<RESPONSE>></td><td><<RESPONSE>></td><td><<RESPONSE>></td></tr> <tr> <td>Description of contract</td><td><<RESPONSE>></td><td><<RESPONSE>></td><td><<RESPONSE>></td></tr> </tbody> </table>		Contract 1	Contract 2	Contract 3	Name of customer organisation	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>	Point of contact in the organisation	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>	Position in the organisation	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>	E-mail address	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>	Description of contract	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>
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Contract Start date	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>
Contract completion date	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>
Estimated contract value	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>

QS1.2	If you cannot provide at least one example for questions QS1.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.
	Response: Word limit: 500 words, appendices and attachments will not be evaluated. <<RESPONSE>>
QS2	Service Model and Performance a) In considering the specification for the Young People's High Support and Training Accommodation, please describe how you will model the service to meet the Service Description (Section 5), and the Service Delivery requirements (Section 6).
	Response: appendices and attachments will not be evaluated <<RESPONSE>>
	b) How will the model ensure that staff and volunteers will achieve the aims, objectives and outcomes as detailed in the specification?
	Response: appendices and attachments will not be evaluated <<RESPONSE>>
	c) How will your Organisation ensure quality of Service is maintained throughout the contract?
	Response: appendices and attachments will not be evaluated <<RESPONSE>>

	<p>d) Please describe how you would ensure that the Service will follow good practice, government policy and will continue to strive for excellence.</p>
	<p>Response: appendices and attachments will not be evaluated</p> <p><<RESPONSE>></p>
QS3	<p>Personalisation Tell us how your Organisation will work with Commissioners to create innovative solutions to successfully support young people aged between 16 – 25 years to develop skills and knowledge to successfully transition to training or independent and settled accommodation. The young people may have;</p> <ul style="list-style-type: none"> • Care leaver or looked after child status • A dual or multiple diagnoses • Issues with substance misuse <p>And may have or may have previously presented with;</p> <ul style="list-style-type: none"> • High and/or chaotic complex support needs • Challenging behaviours • A reluctance to engage with support <p>In your answer, please consider the various approaches you may need to undertake in order to personalise support to young people with varying levels of need and behaviours in high support and training supported accommodation services to achieve positive outcomes and independent living skills. You should include recent relevant examples (including Borough of Poole) of your practice which demonstrate your Organisation's skills and experience where possible.</p>
	<p>Response: appendices and attachments will not be evaluated</p> <p><<RESPONSE>></p>

QS4	<p>Risk Management</p> <p>Please explain your understanding of the risks associated with a Young Peoples High Support and Training Supported Accommodation and describe the strategies your organisation will employ to ensure risks are managed. You should include a Risk Log which will show your intended actions and mitigations.</p>
	<p>Response:</p> <p><<RESPONSE>></p>
QS5	<p>Partnership Working</p> <p>a) Please provide evidence of your Organisation's ability to drive an innovative partnership approach to ensure successful engagement with hard to reach Service Users.</p>
	<p>Response:</p> <p>appendices and attachments will be evaluated, these are limited up to 4 separate appendices and attachments of no more than 2 sides A4.</p> <p><<RESPONSE>></p>
	<p>b) Please describe how you will utilise this experience in relation to the Young Peoples High Support and Training Supported Accommodation.</p>
	<p>Response:</p> <p>appendices and attachments will not be evaluated</p> <p><<RESPONSE>></p>
QS6	<p>Recruitment Competency and Management of Staff</p> <p>a) Please indicate the number, title and skills of the personnel that you propose to engage in the provision of the Service including a general description of the management and organisational structure. For each post give: job title(s); number of hours worked; whether they will be partly (please specify the percentage split) or fully engaged on providing the Services and whether either you have an employee already in post or the post will be subject to a recruitment process.</p>
	<p>Response:</p> <p>appendices and attachments will not be evaluated</p> <p><<RESPONSE>></p>

	<p>b) Please indicate how you propose to ensure the competence of staff and volunteers in delivering the service including induction, training, development and performance management.</p> <p>Response: appendices and attachments will not be evaluated</p> <p><<RESPONSE>></p>
	<p>c) There may be staff transfers under TUPE regulations at the start and termination of this contract. Explain your organisations experience of managing a TUPE transfer process, and what steps you would take to ensure a smooth transition.</p> <p>Response: appendices and attachments will not be evaluated</p> <p><<RESPONSE>></p>
QS7	<p>Implementation and Budget Plan:</p> <p>a) Please provide an implementation plan, with associated timescales, explaining the key stages and what actions your organisation would need to take to ensure a smooth and seamless transition throughout the set up of the new service. You must demonstrate that the plan is realistic, achievable and timely.</p> <p>b) Using the guidance in Appendix 2, please provide a full breakdown of all cost components relating to this Service including any profit margin</p> <p>Your answer must include reference to the sourcing and provision of accommodation units for Service Users</p> <p>Response: <<RESPONSE>></p>
QS8	<p>Added Value</p> <p>Please provide any details of added value that your Organisation will bring to this contract.</p>

	<p>Response:</p> <p>appendices and attachments will not be evaluated</p> <p><<RESPONSE>></p>
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