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Working together

## Supplier Response – Part D Quality Evaluation

### Invitation to Tender

for

Care and Support Framework for Adults with  
a Learning Disability and/or Autism across  
Bournemouth, Christchurch and Poole

Ref: DN373561

## **Evaluation Criteria Questions to be Scored**

The following questions cover the specific services required by the Council. Answers should be concise and include examples of relevant contracts to demonstrate experience wherever possible.

Suppliers must respond fully to each question and not simply refer to another answer or annexed document unless a question states that it is permissible.

Please ensure that you provide sufficient detail when responding to each question. In particular, refer to the Quality Scoring Guide that can be found within the Supplier Information document (Section 7). The Quality Scoring Guide provides detail as to how your responses to each evaluation question will be scored.

If you are an incumbent supplier to the Council or have previously completed work for the Council, please do not assume this will be taken into consideration when your responses are evaluated. You must ensure that you provide sufficient information within your response that details previous work undertaken or experience that is relevant to this requirement.

## **Page Limits Per Question**

Answers should not exceed the page limits indicated for each question.

Each page limit is on the basis of an A4 page of text (font size 11) and with a maximum word count of 550 words per page. Please be aware that this limit is to text. Any drawings, diagrams or screen prints embedded into the response will not be included within the page limit.

Responses to each question should be completed on separate documents. Once the response has been completed, it should be saved in the naming format indicated below for that question. Please ensure when you upload your response to ProContract, that you attach your document for each of the questions below.

Where your company does go over the page limits indicated for each question, the Council at its sole discretion may choose to either reject or accept additional pages of responses. This is at the sole discretion of the Council and suppliers are encouraged to ensure that they remain within the page limits set for each question.

## **Question Weightings**

The quality questions will be evaluated, scored and the below weightings applied to each evaluation criteria question outlined in this document. The below table can be found also within Section 7 of the Supplier Information document. However, for quick reference, the weightings to be applied to each question are shown below:

## **Lots**

There are 5 lots you can bid for:

- Lot 1 General Care and support
- Lot 2 Complex Health
- Lot 3 Behaviours that challenge/Mental Health/Autism
- Lot 4 Forensic/ Risk of Offending/Risky Behaviour
- Lot 5 Supported Living Schemes

**Suppliers are required to complete the Stage 1 quality statement questions as listed below, and the Stage 2 Lot Specific questions for each Lot that the organisation is bidding for.**

If you opt to bid for numerous lots, please provide separate supplier response documents clearly named with the appropriate Lot you are submitting an evaluation for.

**Please indicate which Lot your organisation is interested in bidding for:**

<b>Lots</b>	<b>Please Tick below</b>
Lot 1 – General Care and Support	<input type="checkbox"/>
Lot 2 – Complex Health	<input type="checkbox"/>
Lot 3 – Behaviours that challenge/Mental Health/Autism	<input type="checkbox"/>
Lot 4 – Forensic/ Risk of Offending/Risky Behaviour	<input type="checkbox"/>
Lot 5 – Supported Living Schemes	<input type="checkbox"/>

## **Stage 1 Evaluation Weightings**

<b>Criteria Number</b>	<b>Evaluation Criteria</b>	<b>Weighting (%)</b>
<b>1.</b>	<b>Experience</b>	<b>25%</b>
<b>2.</b>	<b>Service Delivery</b>	<b>30%</b>
<b>3.</b>	<b>Risk Management &amp; Safeguarding</b>	<b>15%</b>
<b>4.</b>	<b>Quality Assurance</b>	<b>15%</b>
<b>5.</b>	<b>Recruitment, Retention and Business Continuity</b>	<b>15%</b>
<b>TOTAL:</b>		<b>100%</b>

## **Stage 2 Evaluation Weightings**

The scores of the suppliers who meet the minimum quality score in Stage 1 will be carried across to Stage 2 and re-weighted in line with the tables detailed for each individual Lot in Section 7 of the 'Supplier Information document.

Question Number	Evaluation Criteria
1.1	<p><b>Experience</b></p> <p>Please detail your organisations experience in providing care and support services for young people and adults with learning disabilities and/or autism? Please link this response to the Contract Example organisations that you provide. Please provide examples.</p>
	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.1 – <i>Supplier Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 4 A4 pages.</p>
1.2	<p><b>Service Delivery</b></p> <p>Please describe how you will work with young people and adults with learning disabilities and/or autism to deliver the outcome requirements of the service specification and meet the clients outcomes and aspirations.</p>
	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.2 – <i>Supplier Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 6 A4 pages.</p>
1.3	<p><b>Risk Management and Safeguarding</b></p> <p>Please describe how you will work with Individuals to balance risk, whilst ensuring individuals are safeguarded appropriately in line with relevant policies and procedures.</p>
	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.3 – <i>Supplier Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages.</p>

1.4	<p><b>Quality Assurance</b></p> <p>Please describe your organisations Quality Assurance Processes and systems in the context of delivering services under this framework and ensuring you meet the requirements of Service Specification Clause 15 and how you will ensure quality of service is maintained throughout the contract?</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.4 – <i>Supplier Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages.</p>
1.5	<p><b>Recruitment, Retention and Business Continuity</b></p> <p>Please describe how you will recruit and retain suitably qualified and/or experienced staff to effectively deliver the requirements of the Service Specification ensuring that you are able to manage services if faced with staff shortages/issues etc.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.5 – <i>Supplier Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages.</p>

## Lot Specific Quality Evaluation Criteria

### Lot 1 - General Care and Support

Question Number	Evaluation Criteria – Lot 1
2.1	<p><b>Service Schedule Lot 1 Specific Question</b></p> <p>Please describe how you will meet the additional requirements set out within this lots specific schedule?</p>
	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q 2.1 – <i>Supplier Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.</p>
2.2	<p><b>Quality assessment of hourly rate breakdown</b></p> <p>Please provide a cost breakdown against the proposed declared hourly rate for this Lot.</p>
	<p>Please complete your response by completing:-</p> <p>Supplier Response Document – Part C Price for the Lots you wish to bid for.</p>

## Lot 2 - Complex Health

Question Number	Evaluation Criteria – Lot 2
3.1	<p><b>Service Schedule Lot 2 Specific Question</b></p> <p>Please describe how you will meet the additional requirements set out within this lots specific schedule?</p>
	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q3.1 – <i>Supplier Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 4 A4 pages.</p>
3.2	<p><b>Quality assessment of hourly rate breakdown</b></p> <p>Please provide a cost breakdown against the proposed declared hourly rate for this Lot.</p>
	<p>Please complete your response by completing:-</p> <p>Supplier Response Document – Part C Price for the Lots you wish to bid for.</p>

## Lot 3 - Behaviours that challenge/Mental Health/Autism

Question Number	Evaluation Criteria – Lot 3
4.1	<p><b>Service Schedule Lot 3 Specific Question</b></p> <p>Please describe how you will meet the additional requirements set out within this lots specific schedule?</p>
	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q4.1 – <i>Supplier Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 4 A4 pages.</p>
4.2	<p><b>Quality assessment of hourly rate breakdown</b></p> <p>Please provide a cost breakdown against the proposed declared hourly rate for this Lot.</p>
	<p>Please complete your response by completing:-</p> <p>Supplier Response Document – Part C Price for the Lots you wish to bid for.</p>



## Lot 4 - Forensic/ Risk of Offending/Risky Behaviour

Question Number	Evaluation Criteria – Lot 4
5.1	<p><b>Service Schedule Lot 4 Specific Question</b></p> <p>Please describe how you will meet the additional requirements set out within this lots specific schedule?</p>
	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q5.1 – <i>Supplier Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 4 A4 pages.</p>
5.2	<p><b>Quality assessment of hourly rate breakdown</b></p> <p>Please provide a cost breakdown against the proposed declared hourly rate for this Lot.</p>
	<p>Please complete your response by completing:-</p> <p>Supplier Response Document – Part C Price for the Lots you wish to bid for.</p>

## Lot 5 - Supported Living Schemes

Question Number	Evaluation Criteria – Lot 5
6.1	<p><b>Service Schedule Lot 5 Specific Question</b></p> <p>Please describe how you will meet the additional requirements set out within this lots specific schedule?</p>
	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q6.1 – <i>Supplier Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 4 A4 pages.</p>
6.2	<p><b>Quality assessment of hourly rate breakdown</b></p> <p>Please provide a cost breakdown against the proposed declared hourly rate for this Lot.</p>
	<p>Please complete your response by completing:-</p> <p>Supplier Response Document – Part C Price for the Lots you wish to bid for.</p>