# Pre Tender Market Engagement Questionnaire for the Commissioning of a Community Based Support Service for People with Dementia and their Families in Lincolnshire

## What we currently do

Lincolnshire County Council currently commissions a Countywide Dementia Family Support Service; this is currently delivered by Alzheimer's Society. The service is a community based information, advice and care navigation service. This service offers support to the person with Dementia together with their families and Carers.

The current service aims are:-

* To help people with a diagnosis of Dementia, their Carers and their wider family to:
  + live as well as possible with the condition, promoting their Wellbeing
  + build their resilience and confidence through all stages of their Dementia journey
* To help people with a diagnosis of Dementia live in their local community for as long as they can, exercising choice and control over their support and preventing avoidable admission to long term residential care
* To enable Carers and wider family members to benefit from the range of Carers support in Lincolnshire and sustain their caring role
* To reduce the impact that navigating the complexities of the health and care system currently has on people with a diagnosis of Dementia, their Carers and their wider family, allowing them to focus on managing the condition

**What we are planning to do**

In September 2019 Lincolnshire County Councils existing contract for the delivery of a Dementia Family Support Service will come to an end. The Council wishes to continue to commission a community based service that supports people with Dementia, their families and carers which will help promote resilience, healthy lifestyles and a physical and mental wellbeing.

A project team has been established and is in the process of conducting a review of the specification for the service, as well as assessing the best way in which to structure and procure the new contract going forward. The new contract will commence on 1 October 2019.

To inform this work, we are undertaking a pre-tender market engagement exercise. This will help the Council develop the service specification and inform decisions around the procurement process, and the structure of contracts. We hope to gather the views of providers on what they think a good service for people with dementia, their families and carers would look like and key factors surrounding the delivery of such a service.

## The pre-tender market engagement process

This pre-tender market engagementquestionnaire does not constitute a formal tender or other competitive bidding process, and will not result in the letting of a Contract. The Council is using this process solely to gather relevant information to inform project development and decision making, and to ascertain the level of interest in this particular service. The responses will be collated and anonymised before being provided to the project team. We are keen to take into account the views of potential service providers even if you are not currently providing a similar service; your answers will not influence any further participation in this process, and all responses will be treated as confidential and commercially sensitive.

**Indicative Project Timescales**

Issue Specification and ITT – March 2019

Tender Process – March 2019 – May 2019

Provider Mobilisation – July 2019 – September 2019

Contract Commencement – 1 October 2019

We are seeking responses to the Questionnaire by **12 noon on Friday 26 October 2018**. We may also have some follow up questions, if so an appointment will be made to speak with you by telephone.

Interested parties are asked to provide responses to the following questions –

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| **Q1** | **YOUR SERVICES**  We are keen to understand the following from you:-   1. What type of services do you currently deliver? 2. Is the service you deliver commissioned by the Local Authority or Health, or jointly commissioned |
| **A1(a)** |  |
| **A1(b)** |  |
| **Q2** | **WHAT DOES GOOD LOOK LIKE?**   1. What would a good community based support service for people with Dementia, their families and carers look like? 2. Do you think there are any barriers to providing a good quality dementia support service and/or other services that support the whole family that you have experienced or that you could foresee? |

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| **A2(a)** |  |
| **A2(b)** |  |
| **Q3** | **CONTRACT DURATION**  The authority would like to understand the views of the prospective providers in relation to contract duration. Please indicate what you would consider to be:   1. The minimum reasonable duration to let a contract for bearing in mind your organisation's particular circumstances (for example, current service delivery areas, geographical base), and why? 2. If different, what you would consider to be an optimal contract term and why? |
| **A3(a)** |  |
| **A3(b)** |  |
| **Q4** | **CONTRACT ATTRACTIVENESS**  What are the key factors influencing the attractiveness of this type of contract for your organisation? (for example, contract term, potential scope to transfer staff from incumbent provider, other commercial factors?) |
| **A4** |  |
| **Q5** | **PERFORMANCE MANAGEMENT**  We currently use Key Performance Indicators to monitor the existing contract. Are there any alternatives that you think could support an outcomes focussed delivery model? And what key outcomes might be incorporated to measure the impact of the service on the individual and family? |
| **A5** |  |

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| **Q6** | **CONTRACT PAYMENT**  We are considering different options in relation to how we structure contract payment.  We currently have a block payment approach but we are looking at other options such as activity based costing and payment by results/outcome based payment.  Please provide details of your views on these options, including any benefits or barriers that may arise? |
| **A6** |  |
| **Q7** | **INNOVATION**  Have you any examples of innovation or good practice in this area? If so please provide details |
| **A7** |  |
| **Q8** | **OTHER INFORMATION**  Are there any other suggestions or issues the Council should take into account when developing the service specification and contract for a dementia support service in order to achieve best value from its delivery?  If more than one, please list in priority order with the most important first and give a brief explanation of each. |
| **A8** |  |

We would like to re-iterate that at this stage the Council is merely wishing to test the current market. Any information you provide will be treated in confidence and will not be shared with any third party.

We may have some follow up questions; it would be appreciated if you provide contact details below:

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| --- | --- |
| **Contact Name** |  |
| **Company** |  |
| **Telephone** |  |
| **Email** |  |

Equally, if you would like further information to assist you in responding to this questionnaire, please contact Karley Beck; Senior Commercial and Procurement Officer Tel: 01522 553695 [karley.beck@lincolnshire.gov.uk](mailto:karley.beck@lincolnshire.gov.uk) or Helen Bromley, Commissioning Officer Tel: 01522 553965 [helen.bromley@lincolnshire.gov.uk](mailto:helen.bromley@lincolnshire.gov.uk)