

Volume Three (3) Award

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| **T20913SP/CS**  **Lot (One) 1 – Community Equipment Service** |

Return Date / Time:

Tuesday 12 November 2013 / 12 Noon

Return to: [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)

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| Name of Applicant: |

**This documents is for all Applicants bidding for Lot One (1) – Community Equipment Service to complete.**

1. **Contract Interest**

Please indicate which Lot or Lots your organisation is interested in bidding for.

**Applicants should note that the Authority will not be able to proceed their application without this information.**

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| **Lot Number** | **Name of Lot** | **Please Indicate Your Interest** |
| One ()1 | Community Equipment Service | Yes / No |
| Two (2) | Home Improvement Agency | Yes / No |

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| 1. **Mandatory Pass / Fail Questions** | | | | |
| The questions within this section shall be assessed on the basis of pass or fail and applies to those questions that are able to be answered either as a Yes or No.  Where a response is given as a ‘Yes’, this will constitute a ‘Pass’. Where a response is given as a ‘No’, this will constitute a ‘Fail’.  Should an Applicant fail one (1) or more questions they will be considered to have failed this section in its entirety and as such shall be deselected from participating further in this process and notified accordingly.  **The Authority’s minimum requirement** is for the Applicant to respond ‘Yes’ to each question. | | | | |
| **Specification Reference** | **Mandatory Requirements** | | **Confirm you can Meet**  **Yes / No** | |
|  | To commence delivery of the Service in full on 1 April 2014. | | Yes / No | |
| Section 1  52.1.2 | To be registered with CECOPS by 1 April 2014. | | Yes / No | |
| Section 1  52.1.3 | To achieve CECOPS accreditation within twelve (12) months of the Contract start date and to maintain accreditation during the life of the Contract. | | Yes / No | |
| 1. **Method Statements** | | | | |
| **Minimum Requirements:**  Under the heading listed below the Applicant shall provide a Method Statement giving details of the methods to be employed in achieving the standards required in this Contract.  In preparing the Method Statements Applicants should have regard to the specific requirements of this Contract as detailed in the Contract Documents and in particular sections One (1) *Lot One (1) Community Equipment Service* and *Three (3) Requirements Specific to Both Services* of Volume Two (2) Specification. The specification references given within each Method Statement are for guidance in enabling the Applicant to establish the Authority’s minimum requirements.  The aim of these Method Statements is for the Applicant to explain and evidence how the Service will be set up and run, in order to meet the required outcomes.  Applicants should ensure their response is structured in such a way that it is easy to identify that each element has been addressed. Any associated documents(s)/ appendices provided must be kept to a minimum and must be clearly cross-referenced to the relevant Method Statement.  Within each Method Statement the Applicant must also clearly demonstrate:   * The benefits of the proposals; * How the proposals set the Applicant apart from other potential Applicants; * The outcomes met by virtue of the proposals; * That the proposals are deliverable.   The Applicant shall provide the Method Statements in accordance with the information as laid out at sections *5.4.3 Award Questions* *Section Two (2)* *Method Statements* within Volume One (1) Instructions and Information.  All responses within this section will be evaluated against the marking system as laid out at section *5.4.5* *Marking Guidelines* within Volume One (1) Instructions and Information. | | | | |
| **Specification Reference** | | **Method Statement** | | **%** |
| 1. **Start Up and Implementation**   The Authority’s minimum requirement is for the Applicant to detail their proposals for implementing the Service, in accordance with the requirements of Volume Two (2) Specification and any relevant Appendices, covering each of the areas listed below and clearly demonstrating the Applicant’s ability to have the required Service in place by 1 April 2014. | | | | **8%**  **80 points** |
|  | * 1. **Transition / Implementation Period**   Please set out the activities you need to put in place during the Contract lead-in period and how you would work with Authorised Officers to ensure a smooth and seamless transfer of the Service.  Please include a mobilisation plan showing which activities would be completed with:   1. A three (3) month lead-in period 2. A two (2) month lead-in period   Please describe any challenges you may encounter during the implementation phase and what steps you may take to address them. | | | 2%  20 points |
| Part E15 | * 1. **Catalogue Development**   Describe how you would develop an Equipment Catalogue in conjunction with the Authorised Officers. Describe how you would ensure adequate levels of equipment are in place at the commencement of the Contract. This should include its compilation and approval. | | | 2%  20 points |
| Parts C7 & C8; L50; N and P | * 1. **Maintaining Service Standards / Continuity of Business**   Describe how you would maintain Service standards at the commencement of the Contract. Please explain how you would ensure a smooth and seamless transfer of Service, ensuring that there are no interruptions during this period i.e. to ensure continuity of business/Service, to include:   1. Provision and security of premises and logistics / fleet; 2. Provision of staff, including recruitment, TUPE, induction, training and DBS vetting; 3. Migration of data; 4. Provision and security of IT systems, including training for Authorised Officers and Authorised Prescribers; 5. Service publicity, communication and continuity of service for existing service users; 6. Transfer of equipment / stock and assets, if applicable. | | | 2%  20 points |
|  | * 1. **Managing Different Needs and Relationships**   Please describe how you would work with the Authorised Officers and the incumbent provider and manage those relationships, workload / business in a balanced manner to ensure a smooth transition. | | | 2%  20 points |
| **Response:** | | | | |
| 1. **Operational Competency and Quality**   The Authority’s minimum requirement is for the Applicant to detail their proposals for delivering the Service, in accordance with the requirements of Volume Two (2) Specification, covering each of the areas listed below. | | | | **13%**  **130 points** |
| Parts D; E16 to E18; F; G; H; I; J; K; L45 to L49; N57 and N59 | * 1. **Delivery of Services**   Describe how you would operationally deliver a cost-effective and efficient Service. Describe how the Service will be organised, operated and delivered to the standards specified in the Specification. Include details of all relevant processes.  Your answer should include but not be limited to:   1. Ordering of equipment (standard stock, non-standard stock and special equipment); 2. Delivery and collection arrangements; 3. Repairs, retrieval and recycling arrangements; 4. Servicing and maintenance; 5. Handling emergencies; 6. Transportation and vehicles; 7. Satellite Stores arrangement; 8. Location and storage facilities; 9. Demonstration centre. | | | 3%  30 points |
| Parts C7 to C9, F21; F23; F26; L45 to L50 and P | * 1. **Sufficiency of Staff**   Provide details of the staffing arrangements you intend to employ during the life of the Contract. Describe how you intend to ensure that you have access to sufficient staff to operate the Service, for the Participating Authorities. Your answer should include but not be limited to:   1. Job description, person specification; 2. Reporting structures; 3. Training and information programmes; 4. Recruitment and selection process; 5. Arrangements for cover in times of absence, particularly public; holidays and long term absences; 6. Work schedules and delivery allocation for Service Users. | | | 2%  20 points |
| Parts A2 to A3; E17; G30 to G32; H33 to H35 to H39; J and K | * 1. **Health and Safety / Risk Management**   Describe your Health and Safety procedures to ensure the safe delivery of the Service during the Contract Period. Your Health and Safety procedures should include not only operating procedures but also include safety of staff and Service Users.  Your response should include, but not be limited to:   1. Risk assessment; 2. Personal safety and security arrangements for staff and Service Users; 3. Manual handling; 4. Any external certificates. | | | 2%  20 points |
| Parts B5; C7 to C10 and M | * 1. **Quality Management System**   Please describe your quality management systems submitting any relevant sections of your Quality Manual. Describe how your systems and standards will contribute to continuous Service provision. Your answers should include but not be limited to:   1. Quality Policy Statements; 2. Monitoring and evaluation framework; 3. Details of how you would ensure the standards of Service provided meet the Specification. | | | 2%  20 points |
| Parts A3; E17; H33; J and K | * 1. **Infection Control / Decontamination Facilities**   Describe how you would ensure the cleanliness of all equipment. Your answer should include but not be limited to:   1. Hygiene and infection control arrangements; 2. Decontamination facilities within the stores; 3. Cleansing within the stores. | | | 2%  20 points |
| Parts D14; E17 & E18; H33; J and K | * 1. **Recycling**   Describe your solution for recycling smaller items of equipment. Please explain how you could assist Authorised Officers in recycling smaller items of equipment. | | | 2%  20 points |
| **Response:** | | | | |
| 1. **Customer Care**   The Authority’s minimum requirement is for the Applicant to detail their proposals for delivering a person centred service, in accordance with the requirements of Volume Two (2) Specification, covering each of the areas listed below. | | | | **6%**  **60 points** |
| Parts A1 to A2 and L50 | * 1. **Equality and Diversity**   Please discuss how you would implement equal opportunity within the context of the Specification. Your answer should include but not be limited to:   1. Equality in provision; 2. Liaising with different sections of the community; 3. Equality data monitoring; 4. Meeting the diverse needs of Service Users; 5. Dealing with abusive and challenging people. | | | 2%  20 points |
| Parts A3; F20; G30 & G31; L51; M55 and N62 | * 1. **Customer Care Policies and Procedures**   Please explain your policy on customer care, including any documentation as necessary. Include any relevant documentation such as your customer care policy, diversity policy etc. Your answer should include but not be limited to:   1. Customer care feedback 2. Complaints system 3. Provision of instruction and information for Service Users | | | 2%  20 points |
| Part A2 | * 1. **Safeguarding**   Please explain your organisation’s Safeguarding policies and procedures and how you will ensure these are compatible with the Authority’s Safeguarding policies. Provide any relevant documentation, as necessary. | | | 2%  20 points |
| **Response:** | | | | |
| 1. **Technical Ability**   The Authority’s minimum requirement is for the Applicant to demonstrate their technical ability, in accordance with the requirements of Volume Two (2) Specification, covering each of the areas listed below: | | | | **17%**  **170 points** |
| Parts L50; F28 and N | * 1. **Information and Quality**   Please describe the information and communication system to be used during Contract. Your answer should include, but not be limited to:   1. The requirements set out in the Specification; 2. Performance standards; 3. Stock records; 4. Equipment tracking arrangements; 5. Authorisation for Prescribers. | | | 3%  30 points |
| Parts D14; E18; F27 to F28; H35 and N | * 1. **Information Technology** / Retail Portal   Provide evidence of the functionality of your web based portal (including portal for Retail Model), scheduling and warehouse management systems enabling the fulfilment of orders. In your response please set out:   1. Whether the software utilised has been developed by your organisation or a third party and what service level support agreement you have in place; 2. Functional and technical specification of the web based portal, scheduling, asset and warehouse management. | | | 3%  30 points |
| Parts D14; E18; F27 to F28; H35 and N | * 1. **Data Management and Evidence**   Please provide quantitative data that demonstrates the reliability of key ICT infrastructure including verifiable ‘downtime’ statistics for:   1. Web based portal; 2. Warehouse management systems; 3. Scheduling and logistic; and 4. Asset tracking. | | | 3%  30 points |
| Part N | * 1. **IT Infrastructure and Efficiency**   Please set out how you will meet the IT requirements. In your response, please set out the following:   1. Specify how much bandwidth each session requires. Please set out the maximum latency that the system will deal with whilst meeting the performance criteria; 2. Specify what encryption method you are going to use to secure client/server communication; 3. Set out what devices the system is available from; 4. Detail how data is imported and exported into different systems; 5. Explain what systems you currently interface with; 6. Detail how you will facilitate archiving and retrieval; 7. Explain how searches are detailed in your system; and 8. Set out what actions and how quickly you will respond to a request under the Freedom of Information Act. | | | 3%  30 points |
| Parts B6 and O65 | * 1. **Retail Model**   Describe how you would integrate various participating Authorities retail model systems into your model of Service delivery (particularly your IT system), prior to the commencement of the Contract. Please describe any development work you have done around the retail model. | | | 3%  30 points |
| Parts A3; H; J and K | * 1. **Risk Factors**   Describe how you would minimise the risk factors associated with community equipment use. Your answer should include, but not be limited to:   1. Recall of faulty equipment; 2. Recycling of equipment; 3. Maintenance and repair systems; 4. Safety arrangements for Service Users. | | | 2%  20 points |
| **Response:** | | | | |
| 1. **Services**   The Authority’s minimum requirement is for the Applicant to detail their proposals for the Service, in accordance with the requirements of Volume Two (2) Specification, covering each of the areas listed below: | | | | **16%**  **160 points** |
| Parts A; C11; E16; F; G; L50 and N | * 1. **Service Delivery**   Describe how you would work with clinicians and Service Users in the delivery of the Service. Your answer should include, but not be limited to:   1. Complaints, compliments and customer care feedback; 2. Systems to communicate with clinicians; 3. Systems to communicate with Service Users; 4. Confidential information procedures; 5. Details of clinician training; 6. Disputes handling; 7. Demonstrating equipment use to users. | | | 2%  20 points |
| Parts D; F; J; and K | * 1. **Policies and Procedures**   Please explain the various policies to be used during the Contract. Policies to include, but not limited to:   1. Procedures detailed in the Specification; 2. Recycling; 3. Write off and scrapping; 4. Handling MDA notifications; 5. Inspection and testing; 6. Purchasing policy. | | | 2%  20 points |
| Parts A3; C; E16; L and M | * 1. **Contract Management**   Please provide details of the Contract management policies to be used. Answers to include, but not limited to:   1. Detailed Contract risk assessment and how these are managed; 2. Proposed Contract office and location and details of opening hours and on-call management cover; 3. CVs of Operations Manager and proposed Contract Manager; 4. Job Descriptions and Person Specifications for key staff; and; 5. Management systems and structure chart of management and supervisory arrangements, detailing resources dedicated to the contract. | | | 2%  20 points |
|  | * 1. **Providing an Integrated Service**   Please explain how you would use your experience of providing an integrated community equipment service to the benefit of this Contract. Your answer should include, but not be limited to:   1. Main types of activity; 2. Details of any challenges you have faced in delivering of community equipment contract, what steps you took to address them and how this would benefit performance of this Contract; 3. How you would use your experience in responding to emergencies. | | | 2%  20 points |
| Part N | * 1. **Reporting Systems**   Please describe the financial arrangement and reporting systems that you will employ to ensure that timely invoicing arrangements are in place. | | | 2%  20 points |
| Part N65 and Schedules 3 to 4. | * 1. **Performance Indicators**   Please describe how your organisation will meet the performance indicators outlined in the Specification as well as your flexibility to meet other/future requirements. | | | 2%  20 points |
|  | * 1. **Activity Levels**   Please describe how your organisation will meet increasing activity levels during the life of this Contract and explain whether this is based on past experience. Your answer should include, but not be limited to:   1. Warehouse and other facilities; 2. Procurement process. | | | 2%  20 points |
| Part O | * 1. **Partnership, Service Development and Added Value**   Please describe how your organisation will:   1. Work with the Authority and its Authorised Officers in developing this Contract in future, in particular responding to new and emerging initiatives; 2. Provide added value to the Contract. | | | 2%  20 points |
| **Response:** | | | | |