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# **DORSET COMMISSIONING PARTNERSHIP**

## **DORSET CARE**

### **Procurement Document**

#### **Open Procedure**

#### **Tender for the Provision of services under the Dorset Care Framework (Document 1)**

#### **Care and Support at Home (Segment 1)**

#### **Community Innovation (Segment 2)**

#### **Care and Support in a Care Home with or without Nursing (Segment 3)**

**Reference DN240547**

## 1. Introduction

### Purpose

- 1.1 The purpose of this document is to provide instructions on the response to the Invitation to Tender ("ITT"), known as "Tender".
- 1.2 The Tender enables Dorset County Council (DCC) to receive sufficient information from Organisations ("Bidders") interested in supplying the required goods or services and to allow: a) both the assessment of their capacity and suitability, and b) enable the Council to evaluate the Tenders submitted to find the most suitable Bidders who can meet the Specification and provide competitiveness of price.
- 1.3 The Tender has been issued by DCC in connection with a competitive procurement in accordance with the Open Procedure under the Public Contract Regulations 2015 ("the Regulations"). This Tender will be conducted using an Open Procedure under a "Light Touch" regime.

### Dorset Care Framework

- 1.4 The Public Contract Regulations 2015<sup>1</sup> define a Framework agreement as: "An agreement between one or more contracting authorities and one or more economic operators, the purpose of which is to establish the terms governing contracts to be awarded during a given period, in particular with regard to price and, where appropriate, the quantity envisaged."
- 1.5 A Framework agreement is a general phrase for agreements with Providers that set out terms and conditions under which agreements for specific purchases (known as call-off contracts) can be made throughout the term of the agreement.
- 1.6 The Commissioning Partners are looking for organisations to join a five year open Framework agreement to commence on 1 December 2017, under call-off or mini tender opportunities.
- 1.7 Care and Support at Home and Care and Support in a Care Home with or without Nursing includes the provision of basic activities of daily living (for example personal hygiene, dressing and preparing food) and social, practical and emotional support to meet the identified assessed needs and outcomes of Service Users using the service. These are expected to be provided in an enabling way to maximise independence. The scope of this proposal will be to expand the current Support at Home service to potentially include a number of additional services and to stimulate and increase Community based Innovation.

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<sup>1</sup> <http://www.legislation.gov.uk/uksi/2015/102/contents/made>

- 1.8 This procurement seeks to secure Care Support at Home, Care and Support in a Care Home with or without nursing and Community Innovation for a period up to five years through a tender process. By undertaking this exercise, we are committed to maintaining a diverse market that will respond to both rural and urban areas and provide services that are affordable and sustainable for both the market, DCC and Dorset Clinical Commissioning Group (CCG). This approach will allow for greater flexibility and trust, enabling Service Users who are publicly funded to agree how and when their Care and Support is provided, including times and details, directly with Providers that reflects their assessed eligible needs. This moves away from traditional, prescriptive Care and Support Plans.
- 1.9 At the initial issuing of the ITT, the Commissioning Partners will only be releasing specific opportunities relating to Care and Support at Home. Providers interested in other areas of Framework activity are invited to join the Framework in order to be able to access additional Lot activity as it is released under mini-competition and/or call-off.
- 1.10 We will seek opportunities to incentivise use of local community support and of assistive technology.
- 1.11 It is envisaged that during the term of this Framework agreement, referrals and therefore the brokerage function will move towards seven day working. Consequently, Bidders shall be required to ensure that their business models are able to adapt appropriately to meet this demand.
- 1.12 Quality and performance will be monitored and the Commissioning Partners will utilise this information in order to allocate packages of Care and Support and, where necessary, remove Providers from the Framework. Providers removed from the Framework for quality and performance concerns will be supported to address these issues and given opportunities to re-join the Framework once the issues have been addressed.
- 1.13 The service will commence on 1 December 2017 until 30 November 2022. Additional information about this opportunity can be found in the attached documentation.

### **Principles of the Framework**

- 1.14 The Framework is made up of a series of specifications which are brought together using an overarching document entitled "Dorset Care Commissioning Intentions" and "The Dorset Care Framework Overarching Service Specification (Document 1)".
- 1.15 This is a joint Framework between DCC and the CCG and is focused on partnership working and coproduction with all involved in the delivery of Care and Support, including Providers, the Voluntary and Community Sector (VCSE) and Service Users / Carers.
- 1.16 Individual service specifications are intended to be light touch and where possible outcome focused to allow for future proofing.
- 1.17 Individual service specifications only contain specific information that is relevant to the delivery of that service. Detail that is generic in content i.e. applies to all areas of

- provision, is included in The Dorset Care Framework Overarching Service Specification (Document 1).
- 1.18 The intention is to call off Care and Support at Home (Segment 1) and Care and Support in a Care Home with and without nursing (Segment 3) in the first instance from 1 December 2017.
  - 1.19 The other service based specifications may be called off at any point during the life of the Framework.
  - 1.20 The term of the Framework is five years.
  - 1.21 Call off contracts can exceed the end date of the Framework agreement.
  - 1.22 The Dorset Care Framework Overarching Service Specification (Document 1) details a high level set of outcomes which allow flexibility in how and when services are commissioned.
  - 1.23 There is a separate outcome based specification “Community Innovation (Segment 2)” to allow for community Providers and other stakeholders to propose innovative service interventions, which are driven both by commissioning need and local area intelligence.
  - 1.24 During Framework call off/mini competition, services may be specified further as required by the Commissioning Partners.
  - 1.25 Key performance indicators are contained separately within the appendices in order to reduce duplication.
  - 1.26 The Framework allows for a variety of purchase mechanisms, including block contract arrangements, as required.
  - 1.27 The Framework also allows for the realigning of geographical areas in the future.
  - 1.28 The Framework will, subject to business needs but at a minimum frequency of once per contract year, re-open to allow new Providers to join (subject to successful tender process).
  - 1.29 It will be possible to remove Providers due to quality concerns at any point during the term of the Framework or any call off arrangement.
  - 1.30 The Commissioning Partners intend to use a combination of call-off and the brokerage of individual packages of care. The process of call-off will be light touch in that it will not require Providers to resubmit information and documentation requested during the initial Framework tendering process.
  - 1.31 The Commissioning Partners will define the award process of any call-off at the point of advertising the opportunity. Call-offs will be advertised on the Commissioning Partner’s e-purchasing portal and notified to all Framework Providers via email. Bidding for any call-off will be restricted to Dorset Care Framework Providers. Providers who have been removed or suspended from the Framework will not be able to bid.

- 1.32 The Commissioning Partners shall have the flexibility to evaluate and award call off contracts based upon a range of options which will be advised at the point of advertisement. These include but are not restricted to:
- Price
  - Quality of written submission
  - Presentation or interview
  - Market Development
- 1.33 Under call-off or mini tender opportunities it shall be possible to establish contractual arrangements that exceed the term of the Framework.
- 1.34 The Dorset Care Framework Commissioning Intentions and Dorset Care Framework Overarching Service Specification (Document 1) contain requirements and principles that apply to all activities procured through the Framework.

## 2. **Structure of the Framework**

2.1 The Dorset Care Framework will be tendered under three Core Segments:

1. Care and Support at Home (Segment 1)
2. Community Innovation (Segment 2)
3. Care and Support in a Care Home with or without nursing (Segment 3)

See Appendix A: Dorset Care Framework

2.2 The three Segments consist of Lots which may be introduced during the life of the Framework. Each Lot will have a corresponding service specification. Bidders can bid for one or as many of the Lots that they wish to under Segment 1 and Segment 3.

2.3 Segment 2 contains one Lot which is intended to provide the opportunity for creative solutions to service provision.

2.4 Lots may be activated in terms of procurement activity at any point during the term of the Framework. Examples of Services Specifications for a number of the Lots that may be offered to Framework Providers over the life of the Framework are included in the tender documents for reference purposes only.

## **Care and Support at Home (Segment 1)**

The Commissioning Partners are commissioning Care and Support at Home services to replace existing contractual domiciliary provision.

The personalisation of Care and Support is central to the development of Adult Social Care and Health and we want to commission services from Providers capable of moving away from traditional social Care and Support based upon a 'time and task' model.

### **Segment One – Lot One (Framework) Pricing schedule 1**

An hourly rate has been set for the provision of Care and Support at Home Services. The hourly rate will be applied to the provision of Care and Support at Home services across all six district and borough areas of Dorset. The hourly rate is applicable to the tender opportunity for segment 1, Lot 1. Pricing schedule 1.

Providers will be able to indicate their proposed geographical areas of operation by selecting Service Areas:

- Service Area A: Weymouth & Portland
- Service Area B: West Dorset
- Service Area C: North Dorset
- Service Area D: East Dorset
- Service Area E: Christchurch
- Service Area F: Purbeck

The Commissioning Partners have not set a limit on the number of Bidders accepted on to the Framework.

### **Segment One – Lot One ("Block") Pricing Schedule 2**

An hourly rate has been set for the provision of blocks of Care and Support at Home hours in some areas. The hourly rate applies to a predetermined number of hours for each of the areas indicated on Lot one, pricing schedule 2. The hourly rate will be applied for the pre-set number of hours available in each "block" advertised as part of the tender opportunity for segment 1, Lot 1, Pricing schedule 2.

## **Community Innovation (Segment 2)**

The Commissioning Partners are seeking innovative bids from Providers, partnerships, consortia and voluntary and community organisations that wish to join the Framework and work in partnership to address a range of local and national challenges including:

- Social isolation
- Increased Service User dependency
- Service delivery within dispersed rural communities
- Increased demand upon funded services
- Increases in unplanned hospital admissions

Service or intervention descriptions will be defined by Commissioning Partners or bidders, in line with the six ADASS outcomes described in the Dorset Care Framework Overarching Service Specification (Document 1), during any Framework call-off or mini-competition. Services could include:

- Day opportunities
- Befriending
- Shopping
- Transport
- Household maintenance

Regulated care functions provided under this specification must be performed by a CQC registered organisation where required.

Further information will be provided and the commissioning intention defined by the Commissioning Partners as part of any Framework call-off or mini-competition.

### **Segment two - Pricing (no Pricing schedule)**

Pricing for Segment two will be dependent on individual Lots as developed. There is no Pricing schedule for Segment two of this tender.



### **Care and Support in a Care Home with or without nursing (Segment 3)**

The current commissioning arrangements for the purchase of residential and nursing care will expire on 30 November 2017. The Commissioning Partners are tendering Care and Support in a Care Home with or without nursing.

A whole system approach is being taken which broadens the scope to include the recommissioning of residential and nursing care, as well as other associated services. The approach means working more collaboratively with a range of Providers that help to support, oversee and regulate care provision and in themselves contribute to care and support across Dorset. Such groups include but are not limited to:

- NHS Dorset/ Hospital Trusts
- Care Quality Commission
- District / Community Nursing
- Voluntary sector/ Carers Groups/ Care line Services
- Learning Disability Partnership Board/The Joint Commissioning Group
- Public Health

#### **Segment three – Pricing schedule**

An indicative weekly fee rate for the residential element of the weekly price is provided and Bidders are invited to submit their residential costs.

The Funded Nursing Care (FNC) element is set nationally and is non-negotiable.

Bidders are asked to disclose and include additional costs.

The combined costs for each Care home with or without nursing will be used to calculate the overall ranking of homes and the order in which the home are approached to procure individual placements.

## Notes for Completion

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### 3. Glossary

- 3.1 **“Contracting Bodies”** or **“Contracting Body”** or **“End User”** means any other contracting bodies described in the OJEU notice;
- 3.2 **“Contractor”** means the person, firm or company appointed by the Council or Contracting Body to supply the Goods or Services under this Agreement and shall include the Contractor's employees, personal representatives, successors and permitted assigns;
- 3.3 **“Council”** means Dorset County Council;
- 3.4 **“Commissioning Partners”** refers to Dorset County Council in its capacity of Adult and Community Services Directorate, Dorset Children's Services Directorate and Dorset Clinical Commissioning Group.
- 3.5 **“Contract”** means the written agreement between the Commissioning Partners or Contracting Body consisting of the clauses within the terms and conditions of contract and the Order;
- 3.6 **“e-tender system”** means the electronic tender system named Pro-Contract. It is provided by Due North and is hosted via <http://www.supplyingthesouthwest.org.uk>
- 3.7 **“Invitation to Tender”** means the Tender process and all its components, inviting tenders for inclusion within the Contract;
- 3.8 **“Lot”** means a specific area of work that may be offered under a “Segment”.
- 3.9 **“Offer”** means the offer made by the Bidder in relation to the Proposed Contract;
- 3.10 **“Segment”** means the area of work under Dorset Care that you are invited to tender for.
- 3.11 **‘Specification’** means the scope of the Goods or Services to be provided pursuant to this Contract as set out in the Commissioning Intentions, the Dorset Care Framework Overarching Service Specification (Document 1), Segment 1, Segment 2 and Segment 3 service specifications;
- 3.12 **“Bidders”** means a Contractor submitting a tender to the Council for inclusion on the Contract.

### 4. E-Tender System

- 4.1 Assistance in relation to the e-tender system is available to Bidders via the Supplier Help Icon within the system.

4.2 Supplier Guidance documents are also available to view and download.

## 5. To View this Opportunity

5.1 To view the Tender (ITT) Information in detail click on the opportunity title within 'My activities' section. Click start, you can now view all the documents relevant to that opportunity.

## 6. Register Intent

6.1 Bidders are able to click on "Register Intent" which will inform the Council of your intention to respond to this opportunity.

6.2 If a Bidder does not wish to, or is unable to submit a Tender and not interested in proceeding, then they are required to click on 'No Longer Wish' to respond to decline the opportunity.

## 7. Response Wizard

7.1 After registering intent, Bidders may then proceed to respond to the on-line questions.

7.2 To start the response Bidders are required to click 'Start My Response'.

## 8. Selection of Lots within Segments

8.1 This Tender is in respect of three Segments under which offers will be invited for individual Lots.

8.2 Bidders must ensure that the correct selection of lots has been made before they submit their response.

## 9. Confidentiality

9.1 This Tender process, including all documentation, must be treated as private and confidential. Bidders must not disclose the fact that they have been invited to complete a Tender or release its details other than on an 'In Confidence' basis to those whom they need to consult for the purpose of preparing the Tender response, such as professional advisors or partner organisations for joint applications or consortia partners.

9.2 The Tender shall not be canvassed for acceptance or discussed with the media, any other Organisation, member/officer of Dorset County Council, or their representatives.

## 10. Preparation of Tender

- 10.1 If the Council issues an amendment to the original Tender process, and if it regards that amendment as significant, an extension of the closing date may, at the discretion, of the Council be given to all Organisations.
- 10.2 Organisations must obtain for themselves all information necessary for the preparation of their Tender response and all costs, expenses and liabilities incurred by the Tender in connection with the preparation and submission of the Tender shall be borne by the Bidder, whether or not their bid is successful.
- 10.3 Information supplied to the Bidder by Council staff or contained in Council publications is supplied only for general guidance in the preparation of the Tender.
- 10.4 Bidders must satisfy themselves as to the accuracy of any such information and no responsibility is accepted by the Council for any loss or damage of whatever kind and howsoever caused arising from the use by Bidders of such information.
- 10.5 Responses to each Tender question should be written concisely and clearly answering the question posed in English.

## 11. Communication

- 11.1 All contact during this procurement should be submitted in writing through the e-tender system.
- 11.2 Bidders will have the opportunity to attend a clarification meeting to be held on **11 April 2017**. (Invite through ProContract). Any questions and answers raised either before or during the meeting will be posted on Procontract.
- 11.3 Bidders should seek to clarify any points of doubt or difficulty via the e-tender system within 7 working days before the closing date of the Tender (**ending 12 noon 28 April 2017**), to enable to the Council to respond to all Bidders. It is not acceptable for Bidders to seek clarifications via telephone or e-mail outside of the e-tender system.
- 11.4 Where the Council considers any question or request for clarification to be of material significance it may communicate both the query and the response, in a suitably anonymous form, to all interested parties. Bidders should therefore not include within the question placed their organisation's name and any potentially commercially sensitive information.

## 12. Price Schedule(s)

- 12.1 The Council requires Bidders to complete and upload Price Schedule(s) where requested to do so within the e-tender system for individual Lots.

### 13. **Other Documents or Supporting Evidence**

- 13.1 As instructed to do so within the e-tender system, the Bidder must complete and upload other documentation that may be provided with this Tender process, or upload evidence to support their Tender submission.

### 14. **Submission of Tender**

- 14.1 Bidders are required to submit their Tender within the e-tender system **by 19 May 2017 at 12 noon.**
- 14.2 Bidders are advised to allow sufficient time to complete questions and upload documentation to the e-tender system, where requested to do so.
- 14.3 It is the Bidder's responsibility to ensure that the Tender is submitted within the e-tender system by the closing date and time.
- 14.4 **Failure** to answer and complete the Tender within the e-tender system will result in the Council rejecting the Tender as a Fail / Non-compliant bid.
- 14.5 **Failure** to complete and upload any required documentation within the e-tender system will result in the Council rejecting the Tender as a Fail / Non-compliant bid.
- 14.6 **Late Tender Submissions:** Tenders received after the closing date will not be considered.
- 14.7 The Council is under no obligation to consider partial submissions.
- 14.8 The information supplied in response to the Tender will be checked for completeness and compliance before responses are evaluated. The Council expressly reserves the right to require a Bidder to provide additional information supplementing or clarifying any of the information provided in response to the requests set out in the Tender. However, the Council is not obliged to make such requests.

### 15. **Award Process**

- 15.1 The Council anticipates to make an award for the following Contracts as follows:

1. **Care and Support at Home (Segment 1) by 31 August 2017**
2. **Community Innovation (Segment 2) by 30 September 2017**
3. **Care and Support in a Care Home with or without Nursing (Segment 3) 31 October 2017**

The Council may, if necessary extend the period for completing the award process.

- 15.2 The decision of the award will be based on the evaluation criteria as outlined under Evaluation and Award.
- 15.3 Once the Council has decided on the award of the Contract all Bidder(s) will receive an award decision notice in writing pursuant to Regulation 55.
- 15.4 Upon acceptance, the Contract shall thereby be constituted and become binding on both parties and, notwithstanding that, the Bidder upon request of the Council execute a formal Contract in the form contained in this Tender process.
- 15.5 Bidders must not undertake work without written notification that they have been awarded a Contract, and are required to start work.
- 15.6 Bidders who have not been successful will equally receive in writing an award decision notice pursuant to Regulation 55 of the Public Contracts Regulations 2015.
- 15.7 Bidders should note that the Council reserves the right to terminate this procedure without any decision to award.
- 15.8 Bidders should also note that, should they be successful the Council reserves the right to terminate the Contract, if at any time it is discovered that the Bidder made any material misrepresentation and/or have not notified to the Council about any material changes in relation to the information provided in the Tender submission.

## 16. **Tender Validity Period**

- 16.1 All Tenders shall remain valid and open for a minimum period of four months **(4) months** from the closing date of Tender.

## 17. **All Tender Validity**

- 17.1 The tender should remain open for acceptance for a period of 4 months. A Tender valid for a shorter period may be rejected.

## 18. Evaluation and Award

### Evaluation

- 18.1 Evaluations will be undertaken by officers of the Commissioning Partners who will follow a systematic and comprehensive process in accordance with the Council's procedures.
- 18.2 Tenders will be evaluated to find suitable bidders who can meet the requirements of the Service Specifications for Segments 1 Lot 1, Segment 2 Lot 1 and Segment 3 Lot 1 and/or a combination of up to all 3 Segments.
- 18.3 Submitted tender responses will be evaluated by officers of the Commissioning Partners using the award criteria and weightings.

### Award Criteria and Weightings

- 18.4 Bidders' completion of the On-Line Pass/Fail questions will provide the first level of acceptance on to the Dorset Care Framework for all three Segments.
- 18.5 The Case Study questionnaire is only applicable for completion for Care and Support at Home services (Segment1) The case study will provide award score in terms of Quality at 100% for the Care and Support at Home Segment.
- 18.6 If you are submitting a bid that covers more than one Segment, please indicate clearly on your submission as your response to the Pass/Fail questions will be passported to cover inclusion as a Provider under the other Segments.

### Pricing

- 18.7 Care and Support at Home (Segment 1) (Lot 1) (Pricing schedule 1)

The Commissioning Partners as part of the tender documents have provided a Pricing Schedule (Segment 1, Lot 1, and Schedule 1) which details the hourly rate payable in each District/Borough area of Dorset. Bidders are invited to indicate the areas that they wish to provide Care and Support at Home as a Framework Provider. There is no score/weighting attributed to Pricing.

- 18.8 Care and Support at Home (Segment 1) (Lot 1) (Pricing Schedule 2) – "Block" Areas

The Commissioning Partners as part of the tender documents have provided a Pricing Schedule (Segment 1, Lot 1, Schedule 2) which details the postcode areas covered and the hourly rate payable in each of the available "Blocks" across Dorset. Bidders are invited to indicate the "Block" areas that they wish to provide Care and Support at Home as a Framework Provider. There is no score/weighting attributed to Pricing. "Blocks" will be awarded on the Case Study score and area preference. It is the Commissioners Intention not to award more than two "Blocks" per bidder.

18.9 Community Innovation (Segment 2)

Each Lot as either submitted or advertised will have its own Pricing Schedule depending on the service. Initially we are inviting Providers to join the Framework by completing the Pass/Fail criteria. Providers submitting a tender for inclusion on the Dorset Care Framework under Segment 1 and/or Segment 3 can indicate that they wish to be pass ported as a Segment 2 Provider with no additional submission required.

18.10 Care and Support in a Care Home with or without Nursing (Segment 3)

Complete the Pricing schedule marked Segment 3, this will form 100% of the overall tender evaluation.

**Table 1: Award Criteria and Weightings**

Quality/Price Sub-Criteria Weighting Segment 1 – Care and Support at Home Framework Provider (Pricing Schedule 1)	Weighting (out of 100)
<p><b>Quality</b>            Bidders are required to complete pass/fail quality criteria.</p> <p>Completion of a Case Study based Quality Questionnaire which will provide 100% of the overall evaluation for Segment 1.</p>	<p>Pass or Fail</p> <p>100%</p>
<p><b>Price</b>            Pricing has been pre-determined, hourly rates payable per District/Borough will be advertised as part of the tender opportunity.</p>	<p>0%</p>
<p><b>Evaluation</b>            Providers who are accepted on to the Framework will initially be offered work based on their tender score which will rank them followed by a quality ranking, and ability to accept packages. After 3 months the ranking will also include the number of packages turned down or handed back.</p>	
Quality/Price Sub-Criteria Weighting Segment 1 – Care and Support at Home Framework “Blocks” (Pricing Schedule 2)	Weighting (out of 100)
<p>Bidders are required to complete pass/fail quality criteria.</p> <p>Completion of a Case Study based Quality Questionnaire which will provide 100% of the overall evaluation for Segment 1.</p>	<p>Pass or Fail</p> <p>100%</p>
<p><b>Price</b>            Pricing has been pre-determined, Rate payable per Block will be advertised as part of the tender opportunity.</p>	<p>0%</p>
<p><b>Evaluation</b>            .            Providers who are accepted on to the Framework and have bid for “blocks” will be offered up to two</p>	



<p>“Blocks” based on their tender score which will rank them followed by a quality ranking, and ability to accept packages. (The Commissioning Partners intend to award no more than two “blocks” per Provider).</p>	
<p><b>Quality/Price Sub-Criteria Weighting          Segment 2 – Community Innovation</b></p>	
<p><b>Weighting</b></p>	
<p><b>Quality</b></p>	<p>Pass or Fail</p>
<p>Bidders are required to complete the pass/fail quality criteria to become a Provider under Segment 2.          Individual Lots will be run as mini competitions where additional quality and price criteria will be applied depending on the individual service.</p>	
<p><b>Price</b></p>	<p>0%</p>
<p>Bidders will not be invited to submit pricing schedules at the outset of the tender. Individual Lots under Segment 2 will be run as mini competitions at which point additional quality and price criteria will be applied depending on the service. The maximum amount of funding to be made available for each Lot under Segment 2 will be made available when each opportunity is advertised.</p>	
<p><b>Evaluation</b>          Service Development Officer, Assistant Contracts Officer.</p>	
<p><b>Quality/Price Sub-Criteria Weighting          Segment 3 - Care and Support in a Care Home with or Without Nursing</b></p>	
<p><b>Weighting (out of 100)</b></p>	
<p><b>Quality</b></p>	<p>Pass or Fail</p>
<p>Bidders are required to complete the pass/fail quality criteria to become a Provider under Segment 3.</p>	
<p><b>Price</b></p>	<p>100%</p>
<p>Bidders will be provided with an indicative weekly amount for the residential element of the care package against which they are invited to submit their weekly rate.</p>	
<p><b>Evaluation</b>          Providers who are accepted on to the Framework will be ranked depending on price based submission against the advertised marking formula, followed by a quality ranking.</p>	
<p><b>Evaluation Scoring</b></p>	<p>The on-line questions within the e-tender system must be completed by all bidders and where requested to do so, bidders must attach required documentation.</p> <p><b>Quality Scoring</b>          Where responses to questions are to be scored, the following are applied by Evaluators against Bidder’s submitted responses:-</p>

	<p><b>5 - Excellent</b> Comprehensive and detailed response that provides high levels of confidence that the required service and delivery will be achieved. Demonstrates excellent understanding of the specification and contract requirements.</p> <p><b>3 - Good</b> Response addresses key issues and is adequately developed. Provides good levels of confidence that the required service and delivery will be achieved. Demonstrates good understanding of the specification and contract requirements.</p> <p><b>1 - Basic</b> Response addresses a limited range of issues and is basically developed. Provides only limited levels of confidence that the required service and delivery will be achieved. Demonstrates only a basic understanding of the specification and contract requirements.</p> <p><b>0 - Unacceptable</b> No response or response fails to address issues and is poorly developed. Provides little or no confidence that the required service and delivery will be achieved. Demonstrates little or no understanding of the specification and contract requirements.</p> <p>All the individual questions are mandatory therefore Bidders are required to submit a response. Failure to complete the on-line questions will result in a Fail as Evaluators will not be able to evaluate fully the submitted Tender.</p> <p><b>Pass / Fail:</b> Where sections or questions have the criteria as a Pass or Fail, it will be clearly stated as such. Section or questions scored as a Fail will result in the Tender not proceeding to full evaluation.</p> <p><b>Price Evaluations:</b> The scoring is carried out within an Excel spread sheet outside of the e-tender system.</p> <p>The equations used outside of the system to reach the score between 0 – 5 are as follows: (for purposes of explanation, the outcome of each calculation is show below as sum A, sum B, etc.</p> <p><u>Stage 1</u> All price bids are compared against lowest bid to reach percentage difference from lowest bid. <i>Equation: price bid – lowest bid / lowest bid * 100 = Sum A</i></p> <p><u>Stage 2</u> Sum A is then shown as % different from 100 <i>Equation: 100 – Sum A = Sum B</i></p>
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	<p><u>Stage 3</u>          Sum B is then divided by 100 to show it as a figure  <i>Equation: Sum B / 100 = Sum C</i></p> <p><u>Stage 4</u>          Sum C is then multiplied by the maximum score of 5 to reach the final score  <i>Equation: Sum C * 5</i></p> <p>The final score is then entered into the Score Card and will be within 2 x decimal places, e.g., 3.50.          No minus scores can be entered into the Score Card therefore any minus scores will be entered as 0.</p>
<p><b>Evaluation Weightings</b></p>	<p>Within a Score Card all weightings are allowed a maximum of 100 and based on percentages. This applies to a single weighting of an overall question template, section or question.</p> <p><i>For example:</i>          Score Card with four sections          Four sections totalling 25 points each = 100 for the whole evaluation          Each question in a section totalling 20 points each = 100 for that section</p> <p>An evaluation has a maximum score of 5. The evaluation is based on the average score to reach the % out of 100. Examples: An average score of 5 would attain 100%; an average score of 1 would attain 20%.</p> <p>When evaluating weightings are applied first to the questions, and then the results of those weightings are applied to those of the sections. If scored 100% for the questions in a section, that result would be multiplied against the section's weight. So 100% of a section with a weight of 100 would be 100% of the evaluation – however, 100% of a section with a weight of 10 would only account for 10% of the evaluation in relative terms.</p>

**Financial Evaluation**

- 18.11 The extent of the Financial Evaluation will depend on the value and strategic importance of the contract, whether a Public Contract or individual Call-Off Contracts from a Framework Agreement. The objectives of undertaking Bidder's financial assessment as part of a procurement exercise are to:
- 18.12 Assess the risk to public sector business and/or public money which would result if a Bidder bidding for a contract were to go out of business, or have inadequate financial resources to perform the contract; and, when justified, eliminate from the procurement any Bidder whose current financial capacity would pose an unacceptable risk to business and/or public money.

18.13 Financial evaluation will be a combination of both financial and non-financial factors and will consider:

Applicant Acceptability - status of a Bidder in relation to the requirements of Regulation 57 and 58 of the Public Contracts Regulations 2015.

### **Economic and Financial Standing**

18.14 A Tender will be deemed to be a higher risk if the Bidder appears to be an unrealistic candidate where the contract value represents a disproportionate volume of the Bidder's business taking into account the nature, timescales, value and risk of the contract.

18.15 The review of the financial health of a Bidder may include, but not be limited to, the following checks:

- General review of Financial Statements.
- Review of ratios as appropriate, such as the areas of Financial Structure (such as liquidity and gearing), Operating Performance (such as efficiency, profitability, and working capital), and Investment.
- A credit rating check.
- Review for unusual accounting policies
- Review for major business restructuring.
- Review of Audit Opinion.

18.16 It is emphasised that financial standing is only a part of the overall selection criteria.

### **Procurement Timetable**

18.17 The indicative timetable for this procurement is set out below. This is intended as a guide and, whilst the Council does not intend to depart from the timetable, it reserves the right to do so at any time.

**Table 2: Procurement Timetable**

<b>Date or Target Date</b>	<b>Activity</b>
Friday 24 March 2017	<b>Tender live date</b>
Tuesday 11 April 2017	<b>Tender Clarification Event</b>
Friday 28 April 2017	<b>Tender Clarification Period End</b>
19 May 2017	<b>Tender Closing Date</b>
<b>Tender Evaluation Period</b>	
22 May – 15 July 2017	Care and Support at Home (Segment 1)
15 July – 31 July 2017	Community Innovation (Segment 2)
1 August – 22 September 2017	Care and Support in a Care Home with or without nursing (Segment 3)
<b>Tender award and 10 day standstill</b>	
31 July 2017	Care and Support at Home (Segment 1)
31 August 2017	Community Innovation (Segment 2)
30 September 2017	Care and Support in Care Home with or without nursing (segment 3)
<b>Contract Award</b>	
31 August 2017	Care and Support at Home (Segment 1)
30 September 2017	Community Innovation (Segment 2)
31 October 2017	Care and Support in a Care Home with or without nursing (Segment 3)
01 December 2017	<b>Contract Start Date</b>

## 19. Interviews

- 19.1 Interviews are not required for the first phase of any of the Lots of the Dorset care Framework.
- 19.2 The Commissioning Partners may hold interviews and/or presentations for individual Lots and or mini competitions in future phases. Providers will be notified as part of any invitation to bid for individual mini competitions and/or Lots.
- 19.3 In the event that the Commissioning Partners require a Provider to attend for Interview for individual Lots, Providers will be advised two weeks in advance of the interview date.

## 20. Segment and Lot Templates Table

### Key:

✓ = template is applicable to that Lot

✗ = template is not applicable to that Lot

☑ = template questions are on-line therefore requires a response

☒ = template questions are not on-line therefore requires no response

Segment	Lot	Pass/Fail Questions	Case Study Questions	Pricing Schedule
1	1	✓	✓	✓
1	1 "block"	✓	X	✓
2		✓	X	X
3	1	✓	X	✓

## 21. TUPE Information

- 21.1 The Transfer of Undertakings (Protection of Employment) Regulations 2006 may apply to this contract.
- 21.2 Current Providers have been approached and the information provided in regard to current or incumbent Providers is attached as part of the tender information for consideration of services under the Dorset Care Framework. Bidding organisations are required to seek relevant information from the existing Provider with regards to its potential obligation under these regulations.
- 21.3 It is advisable that Bidders seek their own independent legal advice on whether TUPE does or does not apply, and to what extent.
- 21.4 A guide to the 2006 TUPE Regulations for employees, employers and representatives is available on the following Gov.UK link:  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/275252/bis-14-502-employment-rights-on-the-transfer-of-an-undertaking.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/275252/bis-14-502-employment-rights-on-the-transfer-of-an-undertaking.pdf)

## 22. Documentation

- 22.1 Within this Tender process, Bidders have been provided with the following documentation. Where indicated by ✓ these are required to be completed and uploaded within the e-tender system.

DOCUMENT TITLE	COMPLETE AND UPLOAD
Procurement Document – Open Tender Procedure	x
Service Specifications	x
Pricing Schedule 1 – Segment 1	✓
Pricing Schedule 2 “block” – Segment 1	✓
Pricing Schedule – Segment 3	✓
Case Study response – Segment 1	✓
Contract Terms and Conditions	x

## 23. Disclaimer

- 23.1 The information in this document does not purport to be comprehensive. It has not been independently verified. It is not intended to provide the basis of any investment decision and should not be considered as recommendation by Dorset County Council as an invitation to negotiate.
- 23.2 The Council does not accept any qualifications or additions to invitations to tender except those raised and responded to in the clarification stage or where a response to a question is requested. The Council will not accept any amendments or alterations to the terms and conditions raised during or after the tender submission.
- 23.3 Any errors in this procurement document shall not invalidate the Tender procedure or release any Bidder from any obligation under a Contract. Errors or omissions corrected by the Council that affect the contract shall be made by agreement.
- 23.4 The Council reserves the right to change the Tender procedure without prior notice and to terminate discussions and the delivery of information at any time before the signing of any contract.

## 24. Guidance in Respect of Segments and Lots

### Evaluation of Segments and Lots

- 24.1 This procurement procedure is for the following Segments and Lots. Therefore, Tenders will be evaluated per Segment and respective Lot.
- Segment 1, Lot 1, pricing schedule 1, pricing schedule 2
  - Segment 2
  - Segment 3, Lot 1, pricing schedule 1
- 24.2 Several evaluation templates may make up each Segment which is necessary to avoid Bidders, where possible, having to answer the same questions potentially several times. This is not always avoidable and dependant on whether the question and potential response is generic enough to apply to all Lots.
- 24.3 Under each Segment the Commissioning Partners will be introducing and offering to successful Framework Providers Lots through the life of the Framework. Examples of some of the service specifications for some of the services that may be offered are attached for reference purposes only.



- 24.4 Every effort has been made to reduce the necessity for duplication in response to evaluation questions. The Pass/Fail criteria is stage one is generic. Pass/Fail criteria stage two only applies to organisation who are applying to provide services that have a requirement for registration with the Care Quality Commission (CQC).
- 24.5 Financial documents, copies of registration and any other documents need only be submitted once for bidders bidding for more than one Segment.

### **Selection of Lot Templates**

- 24.6 Bidders are required to opt-in to all templates of the Segments and Lots that are of interest to them. For example:
- 24.6.1 There may be more than one template referring to Segment 1 therefore the Bidder, if interested in Segment 1, is required to opt-in to each of these templates in order to access the on-line questions applicable to that particular Lot and all such templates that form the Tender for Segment 1.
- 24.6.2 If not interested in Segment 1 then opt-out would be the correct selection; by opting-out the Bidder is not submitting an Offer for that Segment and is removing themselves from Segment 1.
- 24.7 Refer to the Lot Templates Table overleaf to understand which evaluation templates are within the Tender and which hold the on-line questions that must be answered per Segment:
- 24.8 Bidders are strongly advised to refer to the Segment Templates Table to ensure that they opt-in to all the templates relevant to the Segment(s) they are interest in and do not opt-out of any in error. (An opt-out action equates to self-removal of the Tender from that Segment).
- 24.9 The correct selection is the responsibility of the Bidder and the Council is unable to rectify any opt-outs made in error nor can accept Offers subsequent to any opt-outs made in error.

**Appendix A: The Dorset Care Framework**

