

CWC19063 PROVISION OF CARE WITHIN EXTRA CARE HOUSING**Tender evaluation questions**

Questions 1 to 8 test quality, they have an equal weighing and together make 20% of the evaluation criteria. Question 9 tests social value and makes 10% of the evaluation criteria. Each question is scored from 0 (low) to five (high). Price has a 70% weighting.

QUALITY INCLUDING SOCIAL VALUE – Weighting 30%

1	<p><u>Approach to care services within extra care</u></p> <p>Please explain your organisation's approach to the delivery of care services within an extra care housing scheme.</p> <p>The response to this question should include details of (but not be limited to);</p> <ul style="list-style-type: none"> • How your organisation's approach to providing care services within an extra care scheme will support the delivery of outcomes. • Working in partnership and engaging with the landlord, Council, local community and other stakeholders to enable customers to live more independently, including any experience your organisation has of doing this. • Experience of working in a challenging financial environment. <p>The response to this question must not exceed 1500 words. Any method of presentation including diagrams, pictures, maps, tables, flow charts and spreadsheets are included in the word count. Please state the number of words in any of these directly underneath it. Words over the limit will not be evaluated.</p>	2.5%
2	<p>Service delivery</p> <p>Please describe and explain how the service delivery model will meet the requirements of the service specification.</p> <p>The response to this question should include details of (but not be limited to);</p> <ul style="list-style-type: none"> • The staffing structure that will be in place to deliver the service specification. • The process used for the initial assessment and subsequent assessment of customers. • How person centred care will be delivered. • How a re-ablement first approach will be taken to care planning and service delivery. 	2.5%

	<ul style="list-style-type: none"> • How the needs of customers with dementia will be met. • How the organisation will offer flexibility to meet customers' care needs. • The management of planned and unplanned care provision. • How the organisation will work with external care service providers to ensure care provision is co-ordinated and not duplicated. • The organisation's involvement in the allocation pathway. • How the principles and practices relating to equality and diversity and are embedded in delivery of the service. • How the organisation will use feedback from stakeholders to improve service delivery. <p>The response to this question must not exceed 2000 words. Any method of presentation including diagrams, pictures, maps, tables, flow charts and spreadsheets are included in the word count. Please state the number of words in any of these directly underneath it. Words over the limit will not be evaluated.</p>	
3	<p>Assistive technology and equipment</p> <p>Please explain in detail how assistive technology and equipment will be used to support service delivery.</p> <p>The response to this question should include details of (but not be limited to);</p> <ul style="list-style-type: none"> • How the organisation will work with customers, the landlord, social workers and other stakeholders to enable customers to maximise the use of assistive technology and equipment to live independently and support re-ablement. • Examples of how the organisation has enabled customers to live independently and achieve their re-ablement potential using assistive technology and equipment. <p>The response to this question must not exceed 1000 words. Any method of presentation including diagrams, pictures, maps, tables, flow charts and spreadsheets are included in the word count. Please state the number of words in any of these directly underneath it. Words over the limit will not be evaluated.</p>	2.5%
4	<p>Delivery of quality care</p> <p>Please describe how the organisation will ensure a quality service is provided.</p> <p>The response to this question should include details of (but not be limited to);</p>	2.5%

	<ul style="list-style-type: none"> • The processes and systems that will be in place to quality assure the service. • How any identified issues will be addressed. • How the organisation will seek the views of customers, enable them to make comments about the service they receive and use their feedback. • How the organisation will ensure staff members can deliver a quality service that meets customers' needs and the requirements of the service specification. <p>The response to this question must not exceed 1500 words. Any method of presentation including diagrams, pictures, maps, tables, flow charts and spreadsheets are included in the word count. Please state the number of words in any of these directly underneath it. Words over the limit will not be evaluated.</p>	
5	<p>Consent, record keeping, information sharing and reporting</p> <p>How will the organisation ensure the processes for obtaining consent, record keeping, information sharing and reporting are appropriate and meet all relevant legal requirements including those within the service specification and the General Data Protection Regulation?</p> <p>The response to this question should include details of (but not be limited to);</p> <ul style="list-style-type: none"> • The systems and processes that will be in place to record and report information about the service including its customers for each format used. • The risks to the security of records of all formats and how these will be managed. • The organisation's approach to obtaining consent. • The organisation's approach to information sharing. • How security incidents will be managed, record and monitored. • The system that will be used to check compliance with organisational processes for obtaining consent, record keeping, information sharing and reporting. • How compliance with the General Data Protection Regulation will be ensured. <p>The response to this question must not exceed 1500 words. Any method of presentation including diagrams, pictures, maps, tables, flow charts and spreadsheets are included in the word count. Please state the number of words in any of these directly underneath it. Words over the limit will not be evaluated.</p>	2.5%
6	<p>Business continuity</p>	2.5%

	<p>Please describe the organisation's contingency planning for emergency situations.</p> <p>The response to this question should include details of (but not be limited to);</p> <ul style="list-style-type: none"> • What emergency situations are planned for and the response to each. • The role of stakeholders in contingency plans. • How the organisation will ensure customers still receive a service in emergency situations. • How and when agency workers may be used. • Details of the organisation's crisis management command structure. <p>The response to this question must not exceed 2000 words. Any method of presentation including diagrams, pictures, maps, tables, flow charts and spreadsheets are included in the word count. Please state the number of words in any of these directly underneath it. Words over the limit will not be evaluated.</p>	
7	<p>Mobilisation</p> <p>Please describe the organisation's approach to mobilisation of the service to ensure it is fully operational and compliant with the service specification for the commencement date of the contract.</p> <p>The response to this question should include details of (but not be limited to);</p> <ul style="list-style-type: none"> • A mobilisation plan which includes key phases, actions and milestones with a timeline showing a clear critical path and reporting and accountability arrangements. • A risk register including details about how risks will be mitigated. • How existing customers will seamlessly transfer to the new arrangements, including communications and record management. • How the organisation will work with the incumbent care service provider to transfer staff. • A plan for obtaining CQC registration. • A plan for installing the infrastructure required for all information and communications technology. <p>The response to this question must not exceed 2000 words. Any method of presentation including diagrams, pictures, maps, tables, flow charts and spreadsheets are included in the word count. Please state the number of words in any of these directly underneath it. Words over the limit will not be evaluated</p>	2.5%
8	<p>Staff recruitment, retention and development</p> <p>Please describe the organisation's recruitment, retention and development strategy.</p>	2.5%

	<p>The response to this question should include details of (but not be limited to);</p> <ul style="list-style-type: none"> • How staff recruitment and retention will be managed. • A description of the organisation's appraisal process including the frequency and content, the responsibility for conducting appraisal, how appraisal is documented and how appraisal links to the training requirements of individual employees to enable them to carry out to their duties to the required standard and to support retention. • The organisation's approach to progression and succession planning and the process to progress skilled individuals. • Evidence of a detailed workforce development plan. <p>The response to this question must not exceed 2000 words. Any method of presentation including diagrams, pictures, maps, tables, flow charts and spreadsheets are included in the word count. Please state the number of words in any of these directly underneath it. Words over the limit will not be evaluated.</p>	
9	<p>Social value</p> <p>The Council requires service providers to adopt the principles of the Wolverhampton City Charter. What social value does your organisation intend to achieve as part of delivering the service and how will this be measured and reported?</p> <p>The response to this question should include details of (but not be limited to);</p> <ul style="list-style-type: none"> • Whether your organisation will adopt the principles of the Wolverhampton City Charter and how the principles will be used. • The economic, social and environmental contributions that your organisation will make to Wolverhampton and how these will be achieved, measured and evidenced. • The challenges or risks associated with creating social value and how these will be addressed. • Evidence of your organisation's commitment to developing and investing in the skills of local people, including people entering the social care workforce. • Evidence of your organisation's commitment to the use of apprenticeships and work experience opportunities to help build a more skilled and productive workforce. <p>The response to this question must not exceed 1500 words. Any method of presentation including diagrams, pictures, maps, tables, flow charts and spreadsheets are included in the word count. Please state the number of words in any of these directly underneath it. Words over the limit will not be evaluated.</p>	10%

	TOTAL	30%
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The Evaluation Panel will consist of any individuals from the following:

- (i) representative(s) from the Council