

**LONDON BOROUGH OF BROMLEY**

**PEOPLE SERVICES - ADULT CARE AND HEALTH**

**PROCUREMENT QUESTIONS:**

**Award Criteria Questions**

**FOR THE PROVISION OF**

**DOMICILIARY CARE SERVICES**

**(PATCH REPLENISHMENT)**

**Award Criteria Questionnaire**

# GENERAL INFORMATION ON EVALUATION

* 1. Each question will be subject to the following evaluation. Clarification may be sought from Tenderers in order to determine if a question is complete and compliant.
  2. The questions will be evaluated to identify the most economically advantageous Tender for the Authority having regard to the general criteria set out below:
* Financial 60%
* Quality/Technical 40%

# EVALUATION OF RESPONSES TO QUESTIONS

* 1. The Council requires Tenderers to provide a breakdown of their current hours. This element is for information only and will NOT be used to evaluate bids.
  2. Tenders are required to list their current CQC office and indicate their overall CQC score for that office. **Bids will be rejected for any bidder not meeting this requirement.**
  3. Each area identified in the evaluation criteria will be scored out of 10, in accordance with Table D in Clause 22.3 of the Invitation to Tender (ITT) document.
  4. For each element of your response your submission must achieve a minimum score of **SIX (6)**, the Council reserves the right to reject any submission which fails to meet such minimum score.
  5. The responses to each of the questions will be evaluated in consideration of innovation, deliverability, and potential to achieve value for money.
  6. Please read the specification which sets out the service requirements carefully before attempting to respond to each question.
  7. Bidder’s responses must reflect all elements of the Service as outlined in the Service Specification.

# PROCUREMENT QUESTIONS

* 1. Please provide your response to these questions in the boxes provided (these are expandable).
  2. There is a maximum word count for each question as set out in the Invitation to Tender document. Diagrams are permitted and words will NOT be included in the total word count.
  3. Tenderers should only use relevant diagrams to enhance their bid, and not for detailed explanations. Appendices are permitted; however, words WILL be included in the total word count.
  4. This document must be fully completed and uploaded through ProContract along with any relevant supporting documents.

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| **Hours Delivered – Not Scored - For Information Only** | | |
| Please list the number of hours that are delivered from the CQC registered Office that you intend to utilise to undertake this contract, as of 2nd April 2024. This must include ALL hours including Private Clients. Other Local Authority contracts (either Spot Purchases, Contracted hours, or Framework hours) and CCG hours. | | |
| **Supplier Help**  *The ADASS recommendation is that Domiciliary Care Providers should be limited to no more than a total of 3,000 hours of Care for a single Registered Office, without additional management requirements. The Council is seeking to understand Bidder’s current commitments in order to assess the overall capacity of the market.* | | |
|  |  | **Private Client Hours** |
|  |  | **Local Authority Hours** |
|  |  | **NHS/CCG Hours** |
|  |  | **Total Hours** |

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| **REGISTERED OFFICE & CQC RATINGS** | | | | | | | | | |
| It is a requirement of this tender that you have an Office, that you intend to utilise to undertake this contract from, that is already registered with the CQC, and has received an overall rating of ‘Good’ or ‘Outstanding’.  **BIDDERS WITHOUT A CURRENT CQC RATING OF ‘GOOD’ OR ‘OUTSTANDING’ FOR THE REGISTERED OFFICE THEY INTEND TO USE FOR THIS CONTRACT, *WILL NOT BE CONSIDERED FOR THIS TENDER.*** | | | | | | | | | |
| Please provide your latest CQC report for the office that you intend to utilise for this contract. | | | | | | | | | |
| Name as Registered with the CQC | | |  | | | | | | |
| Your Office Address: | | |  | | | | | | |
| **CQC Rating of the Above Office** | | | | | | | | | |
|  | | | | | | | | | |
| Outstanding |  | Good | |  | Requires Improvement |  | Inadequate |  |

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| 1. **Information Governance and Security** | **Weighting** |
| How do you ensure that information governance and data security are considered, and any regulations met in the work that your organisation carries out in relation to the goods and services of this type of provision? | **10%** |
| **Supplier Help:**  *The Provider should ensure that their response gives consideration to and/or include:*   * *Details of the workforce and operational policies, strategies, processes and practices implemented for this service. Demonstrate how they comply with all relevant legislation applicable in the UK and in addition satisfy the provisions (where relevant), and/or support the Councils commitments as determined by:*   + - * *Data Protection Act 2018*       * *Freedom of Information Act 2000*       * *Environmental information Regulation (EIRs) 2004*       * *Re-use of Public Sector Information Regulations 2005*       * *Local Government Act 2000*       * *Computer misuse Act 1990*       * *Police and Criminal Evidence Act 1984*       * *Privacy and electronic Communications Regulations (PECR) 2003*       * *General Data Protection Regulation 2016 (As of May 25th 2018)*       * *In particular the rights of the data subject*       * *Consent*       * *Retention*       * *Training and awareness* * *Details of how systems are implemented and maintained to ensure proportionate and effective information security is preserved*   + - * *Access Control*       * *Server and Application patching*       * *Data Sovereignty*       * *Vulnerability scanning*       * *Disaster Recovery and Business Continuity Planning*       * *Certification Mechanisms e.g. ISO27001, PSN* * *Details of any data breaches that have been reported to the ICO in the last 3 years*   + - * *Include details of resulting actions to the changes to processing activities or service provision* * *Details of any sanctions imposed by the ICO. Include monetary, undertakings, enforcement notices and prosecutions resulting from the breaches* | |
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| 1. **IMPLEMENTATION** | **Weighting** |
| Please detail how your organisation will mobilise and implement the Service set out in the Tender Documents. | **30%** |
| ***Supplier Help:***  *Please enclose a mobilisation plan that details how you will recruit staff and where your office base is located: in Bromley or another borough.*  *This contract should be mobilised within 3-months to accept care packages.*  *You must note that we require providers to have an office in Bromley or a borough that shares a border. To move your current office to Bromley may result in a delay to mobilise and commence accepting packages of care.* | |
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| 1. **SERVICE DEVELOPMENT** | **Weighting** |
| Please detail how your organisation will support future developments in Domiciliary Care arising from the new requirements set out in the Service Specification, specifically in relation to how you will embed a strength-based approach and trusted assessor approach to (Domiciliary) care.  **If you are successfully awarded a contract, you will be expected to submit a continuous improvement plan as listed in s35 of the Patch Contract within the first 3/6 months of the Award. So, please bear this in mind when completing this question as further probing may follow.** | **25%** |
| ***Supplier Help:***  *Please refer to how the structure will manage quality and staff to meet a high quality and high volume service; this may include how you may need to change your services to meet this Council requirement and must include the different Service User groups such as Adults and Children & Young People.*  *You should also include how your business model will deliver a service that does not place your business at financial risk.*  *You must include a Structure Chart as part of your response.* | |
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| 1. **SOCIAL VALUE** | **Weighting** |
| Please provide details of how your organisation currently carries out Social Value and what for economic, social, or environmental areas opportunities for added value and innovation you are able to offer to improve this aspect during the term of the contract. | **10%** |
| ***Supplier Help***:  *This could include, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits not only to your organisation, but also to society and economy, whilst minimising damage to the environment.*  *Please see section 2.2 of the Service Specification.* | |
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| 1. **DOMICILIARY CARE AND SERVICE USERS** | **Weighting** |
| Please detail how your organisation will ensure that staff provide the provision of care in a safe manner. In this question ‘safe’ is understood as no practice which will trigger a safeguarding or early warning of safeguarding. | **25%** |
| ***Supplier Help***:  *Please use case examples (2) of providing safe care. Please note the contract includes four Lots: Standard Domiciliary Care; Discharge to Assess Domiciliary Care, Palliative Care; and Childrens and Young People Domiciliary Care. Your case example must include Palliative care or Children’s Domiciliary Care.* | |
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***PLEASE NOTE:***

***This document must be fully completed and uploaded through ProContract along with any relevant supporting documents.***

**DECLARATION**

I / We certify that the information supplied is accurate to the best of my / our knowledge. I/we understand that false information could result in my/our exclusion from the tender/mini-competition for which I / we have applied and may result in the Authority taking appropriate actions to recover any resulting costs it incurs.

**Signed for Tenderer:**

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| **Signature** | **Print name(s) in full** | **Position held by each signatory** (in the case of a company) |
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Dated this \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2021

Full name of Organisation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address for correspondence \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Registered Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(if different from above) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

State whether sole proprietor YES/NO\* (delete as appropriate)

In case of partnership the full names and address of each partner:

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| --- | --- |
| **Name** | **Address** |
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