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| **Specification** |
| Cornwall and Isles of Scilly People Hub  Invitation for Expressions of Interest  Experience of Care support |
| August 2024 |
| Sustainable Growth and Development  Economy and Skills Service |
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| Sustainable Growth and Development | | Economy and Skills Service | |
| Coordinated People and Skills Support | | | |
| **Senior Responsible Owner or Corporate Director:** | Phil Mason | **Head of Service:** | Glenn Caplin-Gray |
| **Date Updated:** | 05 August 2024 | **Version:** | 1 |
| **Programme/Project Description:** | The Cornwall and Isles of Scilly People Hub is Cornwall Council’s principal employment and skills service for all residents aged 16 years or over; providing a single point of contact to enable easy access to support in finding work or attaining new skills.  Cornwall Council (CC) is inviting Expressions of Interest (EoI) from organisations wishing to join the project as a Specialist Provider delivering support to Care Leavers.  The service will initially be for a period up to and including 31 March 2025. | | |
| **Reviewers:** | SLT | | |
| **Author(s):** | Anthony Vage, Employment and Skills Operations Lead | | |

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| **Version** | **Date** | **Author** | **Change** |
| 0.1 | 24/05/2024 | Anthony Vage | Initial Draft |
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# Definitions

**“Care Leaver”**

means: any adult who has spent time in care[[1]](#footnote-1).

This is more than the legal definition, defined by the Children (Leaving Care) Act 2000, which states that it is anyone who has been in the care of the Local Authority for 13 weeks or more (spanning their 16th birthday). However, for the purposes of the People Hub project, Cornwall Council recognises that the experience of being in care can have long-term impacts.

Care could have been provided directly by the Local Authority, the State or by the voluntary or private sector. It includes accommodation that may include secure units, approved schools, industrial schools and other institutions that have a more punitive element than mainstream foster or residential care.

***“*Contract*”***

means: the Contract for the provision of the Services, which will be awarded to a successful Supplier;

**“CC”**

means: Cornwall Council, County Hall, Treyew Road, Truro, Cornwall TR1 3AY;

**“Expression of Interest”**

Means: a Provider submitting the Expression of Interest (EoI) form in order to be considered by CC for inclusion in the People Hub service; the subject of this Specification.

**“Services”**

means:the provision of employment and skills support delivery for the People Hub project as described in this Specification.

**“Specialist** **Provider”**

means: any single legally constituted organisation or company applying to provide Services as part of this Specification who demonstrates provision for a specific highlighted Client Group.

**“Contract Manager”**

means: the representative of Cornwall Council responsible for managing the delivery of the People Hub project.

**“The Supplier’s Contract Manager”**

means: the representative of the Provider responsible for the Provider’s service delivery.

**“Service User”**

means: an individual who accesses services provided by Cornwall Council or the Supplier in respect of the People Hub project (the subject of this specification). Also known as a Participant.

**“People Hub”**

means: The Cornwall and Isles of Scilly People Hub; the programme of support identified in the Good Growth Investment Plan under the People and Skills element, which is the subject of this Specification. A total budget of £6m from the Shared Prosperity Fund has been identified by Cornwall Council.

**“Shared Prosperity Fund”**

Means: The UK Shared Prosperity Fund is the successor to EU Structural Funds. In the context of this Specification the People and Skills element partly succeeds the European Social Fund.

**“Client Group”**

means: the specific group of Service Users who are Care Leavers, who fall into the same category for the purposes of support and who are the focus of this Specification and invitation for Expressions of Interest.

**“End to End Provision”**

means: Signing up a Service User to start provision on the programme, carrying out support through Information, Advice and Guidance principles through to progressions or outcomes which are defined by the Shared Prosperity Interventions.

# Introduction

Cornwall Council (CC) is inviting Expressions of Interest (EoI) for a Specialist Provider wishing to be part of the People Hub project by delivering employment and skills support to Care Leavers who are residents of Cornwall and the Isles of Scilly.

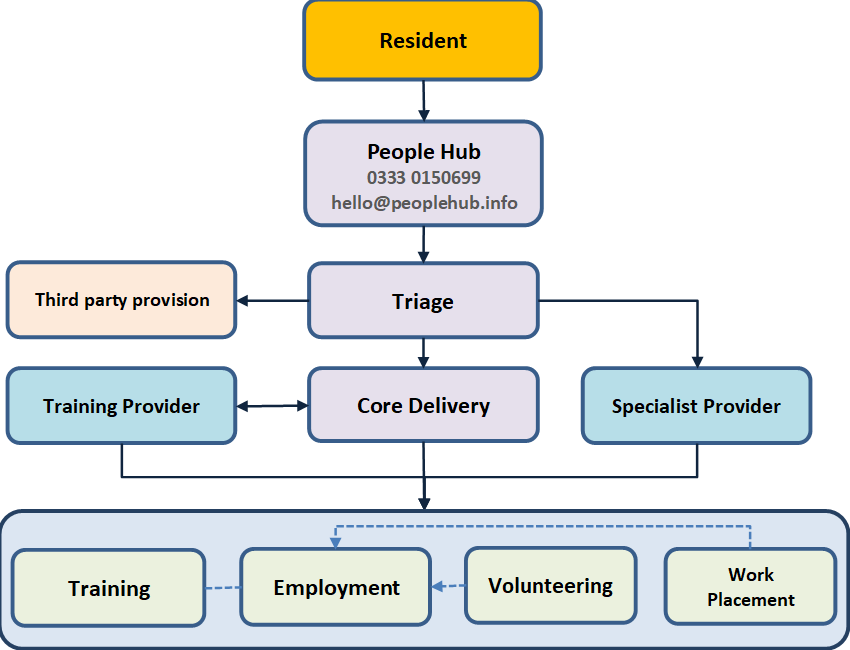
The proposed service is based upon the existing People Hub delivery model, which is led by CC and will be operating up to and including 31 March 2025.

CC is seeking to recruit one Specialist Provider who can successfully engage and progress Care Leavers who are unemployed or economically inactive into work and those in employment with skills support that will allow individuals to attain new skills or retrain.

The Specialist Provider will be required to deliver End to End support based upon Information, Advice and Guidance principles and evidenced through a prescribed Personal Action Plan, which will record the individuals’ goals, progress and achievements. CC is not seeking EoIs for any End to End Provision that provides general support for all those who are seeking work, only in relation to Care Leavers. General support will be delivered by the People Hub team following appropriate triage of new enquiries received by the service.

The service will form part of an overall People Hub project working alongside CC’s own team as well as 11 other Specialist Providers; each supporting different client groups.

The People Hub model provides a single central point of contact and triage for individuals in Cornwall and the Isles of Scilly seeking support with employment or skills regardless of employment status:



In this context, the overall People Hub project will support any resident over the age of 16 whether employed or out of work. However, this invitation for EoIs is for a Specialist Provider who is able to supply an **End to End Provision** in support of Care Leavers who are predominantly out of work.

There are 39 targets for the project based on [Shared Prosperity Fund Interventions](https://ciosgoodgrowth.com/wp-content/uploads/2022/09/UKSPF_Indicators_13.07.22.pdf) for People and Skills and include moving unemployed and economically inactive individuals into work, providing training and new skills, and facilitating and securing work placements and volunteering opportunities. The EoI process is in place to understand what your organisation could add and contribute to the project in order to ensure CC achieves its Shared Prosperity Fund Intervention targets. The overall interventions are set out in more detail in the Expression of Interest form, which accompanies this Specification See Enclosure1.

A budget of up to £50,000 has been allocated for the delivery of these services.

# Scope

CC recognises that specialist support for residents is often most effectively provided by organisations who are focused on specific Client Groups in their day to day work and which have built up significant relevant experience in delivering help to those who are often furthest from the labour market. This includes those organisations that have delivered support as a result of ESF investment, but also mainstream UK funding as well as charitable activities. As part of its support to specific client groups, CC wishes to use some of the investment from the Good Growth Programme to deliver support to Care Leavers through a Specialist Provider.

CC wishes to engage a Specialist Provider to deliver direct End to End Provision using Information, Advice and Guidance (IAG) support to Service Users in order that they will attain new skills, find sustainable employment, and/or secure work placements and/or volunteering opportunities.

It is likely that the Specialist Provider will be contracted to deliver the above support from 1 September 2024 to 31 March 2025.

Anticipated total volumes for the overall People Hub project are included in the accompanying EoI Form. This specification and the accompanying EoI form set out the volumes expected to be delivered by the Specialist Provider.

# Background

Cornwall Council recognises that support is needed to help Care Leavers, who often face disproportionately higher or more complex barriers than other members of society. In 2023, researchers from the Universities of York, Oxford and Exeter (funded through Nuffield Foundation) reported that almost one-third of Care Leavers were not working or studying compared to just 2.4 per cent of comparable young people who had never had experience of the children’s social care system. In effect, Care Leavers in England are over ten times more likely than their peers to not be working or studying in their 21st year. The majority of these were defined as ‘economically inactive’ due to disability (including mental health issues) or caring responsibilities. Among those Care Leavers who were working, over two-thirds were in precarious roles that were short-term, part-time or poorly paid. Therefore Cornwall Council sees the People Hub as an important opportunity to provide additional support.

The opportunity has arisen as part of the UK Government’s Levelling Up agenda. Cornwall and the Isles of Scilly have been allocated £132million for local investment through the Shared Prosperity Fund. This includes investments related to People and Skills; to support residents of Cornwall regardless of employment status. Part of the People and Skills element includes £6m allocated to Coordinated People and Skills Support.

Attaining skills, retraining, job creation and moving people into work are central to CC’s strategic thinking with the publication of its Labour Market and Skills Strategy and its [Good Growth Investment Plan;](https://ciosgoodgrowth.com/wp-content/uploads/2022/08/Good-Growth-UK-Shared-Prosperity-Fund-Investment-Plan-WEB-1.pdf) recognising that talent is everywhere, but opportunity is not. To achieve our skills vision: ‘to grow the economy, build on its assets and provide everyone with the opportunity to access good quality jobs, whilst setting a course for a decarbonised and sustainable future for business, for people and for our environment’ we know that investment and interventions must connect up at the local level to support people of all ages as well as businesses and other employers. A joined up and locally responsive employment and skills offer is critical to this.

Cornwall is uniquely placed to unlock our local talent by designing and delivering local employment and skills support programmes; aligning investment to our strategic priorities and ensuring that resources and expertise can support more people into work, improve skills and match people with jobs, at less cost than the current system.

This specification is to invite an Expressions Of Interest to be part of the CC led People Hub. It does not constitute a contract for services, this is the process to recruit a Specialist Provider. If a Specialist Provider is successful as a result of the EoI recruitment stage, it will then be subject to a formal agreed Grant Funding Agreement with CC.

# Service Conditions

Any Specialist Provider looking to submit an EoI for the services set out in this Specification must meet the following requirements:

**5.1 General Conditions**

1. **Cornwall and the Isles of Scilly Provision**

Any interested Specialist Provider must be able to show that they have the capability to deliver throughout Cornwall and the Isles of Scilly. The local authority has a responsibility to show that where a resident lives should not negatively affect the ability to receive a consistently high quality service. However, it is acknowledged that not every area of Cornwall and the Isles of Scilly is the same with the same challenges or benefits. At its heart, CC wishes to provide a service which is equitable and accessible to all.

1. **Specialist Provider**

CC is only seeking to contract with a Specialist Provider who can provide the necessary support to the Care Leavers Client Group, highlighted above.

1. **Single organisation submissions**

CC is aiming to partner with one organisation. Therefore CC is not encouraging EoIs from partnerships or consortia consisting of more than one Specialist Provider. This is to avoid layers of partnerships and contracting that will dilute the effectiveness of the delivery.

1. **End to End Provision**

Specialist Providers wishing to submit an EoI must base this on End to End Provision. CC expects any successful Specialist Provider to be able to engage with an individual from the start of the Service User’s journey (signing a person up to the Service), supporting progressions and measuring progress through to securing evidence of outcomes that have successfully been realised. The support provided should be based on established IAG principles based on Personal Action Plans. The content of the End to End provision may be different depending on the Client Group and the Specialist Provider’s own experiences but the proposal must be equally accessible to Service Users regardless of where they live in Cornwall and the Isles of Scilly.

1. **Referrals**

Although the focus of referrals will be based on the People Hub model and Service Users will principally be using this as the gateway to support, it is recognised that Specialist Providers have their own established means of engaging individuals. In this context the Specialist Provider should be able to obtain referrals from its own sources as well as from the People Hub. CC encourages Specialist Providers to consider delivery in the context of working more closely with the People Hub whilst also utilising its own routes to market.

1. **Lines of Reporting**

Should a Specialist Provider be successful, there will be a responsibility to report progress and performance regularly to the People Hub which will have the day to day management responsibility. In addition, CC wishes to see a strong strategic link to the other areas of the Good Growth Investment Plan; including business and community support. In this context, CC will be facilitating a strong relationship with the Good Growth Hub to ensure that the needs of business are clearly understood and communicated to the People Hub. This will assist the overall understanding of the labour market and highlight recruitment in Cornwall and the Isles of Scilly. Any successful Specialist Provider will need to be able to work with the People Hub in sharing intelligence so that the Good Growth Programme is able to utilise the most up to date information.

1. **Added Value**

The CC proposals are designed to add value to mainstream and other existing provision designed to support those with employment and skills needs. It is important that Providers are able to set out what their provision will deliver and how it will be delivered. This includes how it will differ from existing provision and/or what is being delivered currently.  **The funding cannot be used to supplement or replace existing services.**

In addition, Providers will need to show how the proposed provision will link up with existing support already on offer, for example Cornwall Council services, the UK Government’s Restart Scheme or the work of the Integrated Health Board in Cornwall and the Isles of Scilly.

1. **Operational Readiness**

Specialist Providers will need to indicate that they will be operationally ready to deliver from September 2024. This is because the SPF investment is only in place until 31 March 2025 and therefore a timely start will be critical in a relatively short space of time in order to meet the intervention targets and programme objectives.

**5.2 Financial Conditions**

1. **Full Cost Recovery**

The financial model used will be based on full cost recovery. It will not be a performance related payment system. Successful Specialist Providers will need to present evidence of defrayed expenditure on a **monthly** basis on a cost only basis, i.e. no profit margin will be eligible. However, in common with other full cost recovery arrangements, performance still remains highly relevant. Underperformance may affect payments and ultimately a Specialist Provider’s continued part of the programme but this will be a structured process and any such circumstances will form part of the contractual terms and conditions.

Specialist Providers should calculate overheads based on a Flat Rate Indirect Cost (FRIC) value of 15% of its estimated direct staff costs. There is a row for this in the table in Section 6.3 of the EoI form.

1. **Payment Terms**

CC will be paying Specialist Providers monthly in arrears and therefore provision and cashflow should be planned on this basis. CC cannot be responsible for a Specialist Provider’s cashflow arrangements.

1. **Participant Support Fund**

An essential part of the delivery of support to those out of work is the ability to remove barriers to progressions. This may include paying for travel costs or childcare or even new clothes to start an employment position. CC expects the Specialist Provider’s estimated costs put forward in the EoI to include a budget for a Participant Support Fund. The Participant Support Fund will form part of the Specialist Provider budget and enable the most efficient access of financial support for the Service Users. It will still be subject to monitoring and checks from the People Hub Contract team.

A line for “Participant costs” has been included in the costs table of section 6.3 in the EoI form which accompanies this Specification.

1. **Central Marketing**

There is no requirement for Specialist Providers to include an allocation for marketing within the estimated costs table of the EoI form (6.3).

The marketing for the project will be managed and administered centrally by the People Hub in order that promotion of the service is properly coordinated. CC wishes to see one overall brand which reflects one service. The project is intended to be a clear and unambiguous service for residents of Cornwall and the Isles of Scilly and it is critical that it does not engender confusion for potential Service Users but reinforces a simple central point of contact for first enquiries.

# Quality Requirements

CC expects any estimated costs to be soundly based on experience of resourcing support to those out of work and take into account current provision where potential Service Users have multiple complex needs and are often far from the labour market. Therefore it also needs to take into account how many staff are required with reference to overall caseloads.

CC is seeking estimated costs at this stage and there will be an opportunity to discuss detailed budgets should a Specialist Provider be successful following the EoI stage. Nevertheless part of the scoring of the EoIs will include an assessment of Value for Money and in this context Specialist Providers need to be mindful that the costs that are estimated are based on informed and current experience so that the level of accuracy is maximised.

Specialist Providers should expect to be subject to a contract management process which will ensure compliance of the provision in line with the requirements of the Good Growth Programme and the Shared Prosperity Fund. It is therefore critical that each Specialist Provider has a named lead person who will take responsibility for delivery.

CC will expect any Specialist Provider staff delivering this service to be suitably trained with the right skills and experience; particularly in the areas of Safeguarding, Equality and Diversity, Health and Safety, Data Protection and Sustainability. Training records for staff will need to be kept and be available to CC for contract monitoring purposes.

CC will also expect Specialist Providers to adhere to the [Good Growth principles](https://ciosgoodgrowth.com/wp-content/uploads/2022/08/Good-Growth-UK-Shared-Prosperity-Fund-Investment-Plan-WEB-1.pdf), for example paying the Real Living Wage. It is important that in meeting the objectives of the [Good Growth Investment Plan](https://ciosgoodgrowth.com/wp-content/uploads/2022/08/Good-Growth-UK-Shared-Prosperity-Fund-Investment-Plan-WEB-1.pdf), CC and it’s Supply Chain are adhering to the same standards.

# Contract Management and KPIs

Performance will be based on the SPF Interventions set out in more detail in the EoI form (Section 7).

Multiple outcomes per Service User will be possible so this is factored into proposed volumes.

CC expects there to be a post employment requirement for Specialist Providers in support of Service Users. This will help to ensure sustainable employment by continuing a measure of support where a Service User has been progressed into work. CC does not expect this to be intensive work and will be based on the Service User’s needs but it may just prove to be an essential option of intervention to help someone stay in employment.

Contract Performance Reviews (CPRs) will be held on a monthly basis with the Contract Management team.

1. **Technology systems**

The People Hub project uses a secure Customer Records Management system for storing Service User records, including how progressions are recorded and measured. This will be run by CC and therefore costs associated with this system will rest centrally and Specialist Providers are not required to budget or plan for this.

Should a Specialist Provider be successful at the EoI stage, CC will move to a formal Grant Funding Agreement, which will include a Data Sharing Agreement and Information Sharing Agreement that will encompass the exchange of information as well as confirming the Data Controller and Data Processor relationships.

# Safeguarding

The safety and wellbeing of individuals is paramount in delivering this service and support will often be provided to vulnerable adults and in some cases, children (16 and 17 year olds). It is vital that Specialist Provider staff have received suitable DBS checks, whether this be in relation to recruiting new staff or utilising existing. The Specialist Provider should be prepared to present evidence that such checks have taken place and there will also be a minimum requirement for staff to have received suitable Safeguarding training.

# Training and Policies

* 1. **Training**

All Specialist Providers will be required to have staff engaged to work on the service to undertake and will need to evidence the minimum level of training for the following areas:

1. Safeguarding (Adults and Children);
2. Equality and diversity;
3. Data protection;
4. Sustainability;
5. Health and Safety
6. Lone Working
   1. **Policies required with the EoI Form**

In addition, the Specialist Provider will be required to maintain and show evidence of compliance with the following policies:

* 1. Health and Safety Policy
  2. Equality and Diversity Policy
  3. Safeguarding Children, Young People and Vulnerable Adults policy or policies
  4. Environmental and Sustainability Policy
  5. Data and Privacy Policy
  6. Customer Care Policy (or equivalent which details customer complaints procedures)

**Specialist Providers will need to submit copies of the above policies with the completed Expression of Interest.**

* 1. **Copies of Policies not required at EoI stage**

Should a Specialist Provider be successful after the EoI stage, CC will ask for copies of the following further policies. You do not need to supply copies of the following with the EoI Form but please indicate these are or will be in place prior to any contracting of a specialist service:

1. Anti-bribery and Anti-corruption Policy
2. Modern Slavery and Human Trafficking Policy
3. Corporate and Social Responsibility Policy
4. Procurement Policy
5. Ethics Policy

# Implementation timetable

|  |  |
| --- | --- |
| **Dates** | **EoI Stage** |
| 6 August 2024 | Expression of Interest Call published  (Due North) |
| 1700: 13 August 2024 | Final date to raise Clarifications |
| 1700: 14 August 2024 | Final date to respond to clarifications. Clarifications will be published on Contracts Finder. |
| 1700: 23 August 2024 | Expression of Interest submission deadline |
| 27-28 August 2024 | EoI scoring |
| 29 August 2024 | Applicants informed of decision |
| w/c 2 September 2024 | Specialist Partner Commissioned |

# Conflict of Interest

Applicants must provide a clear statement, within their completed Enclosure 1, with regard to potential conflicts of interests. Therefore, please confirm within your tender submission whether, to the best of your knowledge, there is any conflict of interest between your organisation and company name or its programme team that is likely to influence the outcome of this procurement either directly or indirectly through financial, economic or other personal interest which might be perceived to compromise the impartiality and independence of any party in the context of this procurement procedure.

Receipt of this statement will permit company name to ensure that, in the event of a conflict of interest being notified or noticed, appropriate steps are taken to ensure that the evaluation of any submission will be undertaken by an independent and impartial panel.

# Tender clarifications

Any clarification queries arising from this EoI which may have a bearing on the offer should be raised by email to:

anthony.vage@cornwall.gov.uk

in accordance with the Commission Timetable in section 11.

Responses to clarifications will be anonymised and uploaded by company name to Contracts Finder and will be viewable to all Applicants.

No representation by way of explanation or otherwise to persons or corporations tendering or desirous of applying as to the meaning of the EoI, contract or other EoI documents or as to any other matter or thing to be done under the proposed Grant Funding Agreement shall bind company name unless such representation is in writing and duly signed by a Director/Partner of the applicant. All such correspondence shall be returned with the EoI Documents and shall form part of the contract.

# Scoring Criteria

Each EoI will be checked for completeness and compliance with all requirements of the Specification.

EoIs will be evaluated taking into consideration the following areas, based on the EoI form and the completeness of the responses. This is presented to give an indication of the areas to be scored:

|  |  |  |
| --- | --- | --- |
| **Category** | **Example measures for scoring (not limited to the following considerations)** | **Max Score** |
| Basic Information | Specialist Provider details properly completed.  Clear current provision.  Confirmation of a) Cornwall and IoS delivery capability; b) operational readiness  Requested policies provided | Pass/Fail |
| Proposal | Single Specialist Provider  Clear service offer based on End to End IAG support  Clear interpretation of the Specification | 15 Marks |
| Innovation | Level of innovation and how provision will meet challenges identified  Satisfactory consideration of other similar activity delivered and how provision will differ/link | 15 Marks |
| Deliverability | Operational readiness and ability to commence work without delays to establishing provision  Ability to meet targets by 31 March 2025 | 20 Marks |
| Experience and Performance | Experience of other similar projects/programmes, e.g. ESF, mainstream  Clear past/current performance in past 5 years with achievements against corresponding targets | 25 Marks |
| Value for Money | There are 39 Intervention targets. The % for each will be calculated and totalled (based on using the full £50k budget).  The highest percentage total will be awarded the full 25 marks. Other swill be awarded a mark that is proportionate to the level of their bid in comparison to the highest total i.e. Marks awarded = 25x Total/ Highest Total | * + 1. Marks |

# Assessment of the EoI

The reviewer will award the marks depending upon their assessment of the applicant’s tender submission using the following scoring to assess the response:

|  |  |  |
| --- | --- | --- |
| **Scoring Matrix for Award Criteria** | | |
| Score | Judgement | Interpretation |
| 100% | Excellent | Exceptional demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Full evidence provided where required to support the response. |
| 80% | Good | Above average demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Majority evidence provided to support the response. |
| 60% | Acceptable | Demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with some evidence to support the response. |
| 40% | Minor Reservations | Some minor reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |
| 20% | Serious Reservations | Considerable reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |
| 0% | Unacceptable | Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |

During the tender assessment period, Cornwall Council reserves the right to seek clarification in writing from the Applicants, to assist it in its consideration of the tender. Tenders will be evaluated to determine the most economically advantageous offer taking into consideration the award criteria weightings in the table above.

Cornwall Council is not bound to accept any application. Cornwall Council will not reimburse any expense incurred in preparing application responses. Any contract award will be conditional on the Contract being approved in accordance with Cornwall Council’s internal procedures and Cornwall Council being able to proceed.

# Tender Award

Any contract awarded as a result of this tender process will be in accordance with the Provider Agreement (Enclosure 2) including the Data Sharing Agreement (Enclosure 3), Information Sharing Agreement (Enclosure 4) and Underperformance Methodology (Enclosure 5)

# EOI returns

EoIs are to be returned by email in accordance with Section 11

Latest date to be returned: As per Section 11

Latest time to be returned: 17:00

Emailed EoIs should be sent electronically to

[anthony.vage@cornwall.gov.uk](mailto:anthony.vage@cornwall.gov.uk)

with the following message clearly noted in the Subject box;

‘EoI Experience of Care - Specialist Provider ’

**Applicants are advised to request an acknowledgement of receipt of their email.**

# Disclaimer

The issue of this documentation does not commit Cornwall Council to award any contract pursuant to the application process or enter into a contractual relationship with any provider of the service. Nothing in the documentation or in any other communications made between Cornwall Council or its agents and any other party, or any part thereof, shall be taken as constituting a contract, agreement or representation between Cornwall Council and any other party (save for a formal award of contract made in writing by Cornwall Council or on behalf of Cornwall Council).

Applicants must obtain for themselves, at their own responsibility and expense, all information necessary for the preparation of their application responses. Information supplied to the applicants by Cornwall Council or any information contained in Cornwall Council’s publications is supplied only for general guidance in the preparation of the applicant’s response. Applicants must satisfy themselves by their own investigations as to the accuracy of any such information and no responsibility is accepted by Cornwall Council for any loss or damage of whatever kind and howsoever caused arising from the use by applicants of such information.

Cornwall Council reserves the right to vary or change all or any part of the basis of the procedures for the procurement process at any time or not to proceed with the proposed procurement at all.

Cancellation of the procurement process (at any time) under any circumstances will not render Cornwall Council liable for any costs or expenses incurred by applicants during the procurement process.

# Enclosures:

* + - 1. Invitation for Expressions of Interest Experience of Care - Specialist Provider Response
      2. Provider Agreement
      3. Data Sharing Agreement
      4. Information Sharing Agreement
      5. Underperformance Methodology

1. As defined by the Care Leavers Association - [www.careleavers.com/who-we-are/what-is-a-care-leaver-2/](http://www.careleavers.com/who-we-are/what-is-a-care-leaver-2/) [↑](#footnote-ref-1)