INVITATION TO TENDER FOR THE PROVISION OF:

SOCIAL WORK QUALIFICATION VERIFICATION

Deadline: 28/08/2015 – 16:00:00

ITT Reference: 59953

**PART B –** Tender Schedules

(To be returned by Tenderers)

1. Specification
2. Executive Summary

The College of Social Work (TCSW) will close by the 30th September 2015. The Department (here-after refered to as the Authority) is seeking to protect its previous investment by ensuring that Government funded programmes and products remain available to the sector. This tender is for one specific existing function currently carried out by TCSW and the period of the proposed Contract is two years.

The Qualification Verification function was transferred to TCSW in the General Social Care Council (GSCC) Transfer order in September 2012. TCSW holds the records of qualifications awarded by the Central Council for Education and Training of Social Workers (CCETSW) and GSCC from 1973 onwards.

This function allows social workers to verify the details of their qualification. The verification letter is a uniquely identifiable document which specifically identifies the qualification obtained, qualification date, training establishment attended, and the named recipient of an award (as at the time of qualification). The format is flexible but this is the minimum level of information required.

1. The Requirement

Social workers awarded the Diploma in Social Work or predecessor qualification(s), who no longer have their certificate and require evidence of their qualification, currently can submit a request to TCSW for verification of their qualification.

The supplier will host the legacy data base that transferred to TCSW from the General Social Care Council (GSCC) and will provide verifications to social workers who need/want to demonstrate that they have an appropriate professional qualification for social work in England, where the qualification is seen to be held. The data is currently held in an Excel format and is made up of several data sets. The database will not be publicly accessed, nor is the content of the file expected to change. The supplier will hold the data for the period of the contract and the authority will retain owenership and a copy of the data.

On receipt of a request for checking for qualification status the supplier will:

* Promptly acknowledge receipt of the application;
* check carefully that all relevant information has been provided, following up where further information is required;
* a proportion of addresses against requests made could be out of date and require further checking to ensure accuracy.
* check the database for information about the individual’s qualification status; if the person is registered, note the request on their record
* prepare and send a letter of verification where the individual is shown to hold the qualification. Tenderers may propose the format (e.g. email) but the letter needs to be of sufficient quality and acceptable to an Employer.

The rate of requests for verification is currently estimated at 5 per month (120 over a two year period).

Although volumes cannot be guaranteed, the volumes of requests are currently not expected to increase.

The current quality standard is a 5 working day initial response time to enquiries. The whole verification process can take up to 20 working days from initial enquiry. However responses rarely take 20 days and are usually processed much more quickly.

Tenderers are invited to propose suitable Key Performance Indicators (KPI’s) in their response.

The current qualification verification service is on the TCSW website and we require as part of proposals, details on sign-posting the future service to potential users, to ensure that the process and procedure is clear to those who wish to use the service to verify the details of their qualification.

The Qualification Verification Information is made up of several large datasets and tenderers should include in their bid how they propose to receive the data securely and efficiently from the authority to ensure that they are able to commence Service Provision smoothly and on time.

See annex i – award verifications for the list of UK qualifications eligible for a letter of verification. Note that not all of the qualifications on this list are recognised professional social work qualifications.

The proposed contract is for an initial two years in length however the Authority reserves the right to extend the contract for a further period of one year, subject to agreement by both parties and financial approval.

1. Authority Responsibilities

The Authority will:

1. appoint a nominated Contract manager to oversee the work;
2. be responsible for funding the service specification and agreeing a project and budget plan.
3. Provide a copy of the data to enable the specification to be met.
4. Contractor Responsibilities

The Supplier shall:

### Appoint a Contract Manager to oversee the work and liaise with / report as the Authority requires to the Authorities Contract Manager;

### Provide quarterly reports on progress in delivering the requirement to the Authorities Contract Manager, including number of requests from non-registered persons

### Hold quarterly contract management meetings with the Authority, which may be via Video Conference or telephone if applicable, and in agreement with the Authority or as required.

### Perform quality assurance on all aspects of the programme;

### Provide the Authority with timely and ongoing evaluation and quality assurance information relating to the programme;

### Provide on a monthly basis updates on costs;

### Ensure compliance with the Data Protection Act.1988

(*h*) Attend a post contract review with the Authority to review whether the objectives of the contract were met, present an analysis of requests and findings on volumes of requests and to review the benefits achieved and to identify any lessons learnt for future projects.

*(i)*  Provide a brief Annual written summary report.

1. Contract Management and Monitoring

The supplier will monitor their performance and meet the agreed KPIs and provide an exception report where the KPIs have not been met. Tenderers are invited to propose suitable KPIs in their response.

The Supplier should:

Monitor the quality of the service provision to ensure customer satisfaction in accordance with the key performance indicators outlined in the Contract, unless otherwise approved by the Authority Contract Manager;

1. Timetable

The contract will start on the 21 September 2015 and be completed by 29 September 2017. The Authority reserves the right to extend the contract for a further year, subject to agreement by both parties and financial approval.

1. Skills and Knowledge Transfer

Skills and Knowledge and skills should be transferred by lessons learned sessions between the Authority and the Supplier.

1. Further Information

This function is currently carried out by TCSW business support staff with line management oversight.

Payment will be monthly in arrears subject to successful Contract Performance and receipt of correct and proper Invoice.Payment will be based on the volume of requests processed and invoiced, at the agreed unit rate per verification check.

1. Tenderer Response
2. Organisation details
3. Tenderer name

Please confirm the name of the Tenderer\*:

|  |  |
| --- | --- |
| Tenderer Name: |  |

* Full name of organisation tendering (or of organisation acting as the lead contact where a consortium bid is being submitted)

1. Contact details\*

Tenderers must provide contact details for this tender.

|  |  |
| --- | --- |
| Contact Name\* |  |
| Telephone number |  |
| Email address: |  |
| Address: |  |

* Contact is the person responsible for any queries relating to this proposal

1. Organisational status

Please confirm whether (or not) the Tenderer is a Small & Medium Enterprise[[1]](#footnote-1) (**SME**).

|  |  |
| --- | --- |
| The Tenderer is an SME (Yes / No) |  |

1. **Solution Proposal**

refer to table 2, Part A for evaluation intention, and evaluation criteria.

1. Overview

Tenderers must provide a concise summary highlighting the key aspects of the proposal.

(This response is not evaluated and should be used to contextualise the Tenderer’s response.)

| Response (maximum 250 words) |
| --- |
|  |

1. Leadership (10%)

Provide details of the qualifications and experience of the individual whose responsibility will be to ensure that the requirement is delivered.

| Response (maximum 800 words) |
| --- |
|  |

1. Method statement (35%)

Describe (with specific reference to the elements of the requirements and the outcomes expected) how it is intended to deliver the requirements of the specification.

| Response (maximum 1500 words) |
| --- |
|  |

1. Resource Plan (20%)

Provide a complete resource plan for the delivery of the Specification including details of the team involved, what these individuals will be doing and why these individuals are suitable for this requirement.

| Response (maximum 1000 words) |
| --- |
|  |

1. Exit Strategy & Skills Transfer (5%)

Describe the processes and deliverables of the exit phase of the service and how skills will be retained within the Authority.

| Response (Maximum 800 words) |
| --- |
|  |

**B.6**

**SME and sustainability outcome reporting (This question is not weighted)**

Briefly describe how you are able to satisfy / commit to the Government initiativeson SME expenditure and sustainability outcome reporting

| **Response (maximum 150 words)** |
| --- |
|  |

1. Pricing Schedule
2. General Instructions
   1. The rates contained within the Pricing Schedule are, unless otherwise expressly agreed between the parties, firm.
   2. The rates entered shall be deemed to include complete provision for full compliance with the requirements of the Contract.
   3. The rates exclude VAT.
   4. The rates entered in the Pricing Schedule shall include all travel and subsistence costs.
   5. Tenderers must include in the pricing schedules any discounts or any reduced pricing they are proposing to offer to the Authority in delivery of this requirement.
   6. Please complete the price schedule below, tenderers are responsible for competing the pricing correctly.

|  |  |
| --- | --- |
| Description of Cost type | **Firm Price** |
| * + 1. **Total** cost for verification checks (based on an estimated 120 checks – all costs for this work included) – \*state unit price for **one** verification check against box (e) below. | **£** |
| * + 1. **Total** Report costs | **£** |
| * + 1. Any other costs (state below what this cost is) – | **£** |
| * + 1. **TOTAL COST (the evaluation price) (= (a) + (b) +(c))** | **£** |
| **/////////////////////////////////////////////////////////////////////////////////////////////////////////////////////////////////////** | |
| * + 1. \*Please state the cost for one verification check (this individual amount will not be evaluated, this is for Invoicing purposes if applicable) – which will be upto the total agreed cost**.** | £ |

1. Contract Monitoring

Tenderers must provide all the information requested in the following section as part of their tender proposal. Supporting documents may be submitted but must be clearly referenced back to the appropriate section.

1. Representatives
   1. Name of Authority's Representative(s): to be confirmed at Contract award
   2. Name of Contractor's Representative(s): [Tenderer to complete]
2. Deliverables
   1. List of deliverables, outputs and reports Contractor is to supply:

* Quarterly performance reports (to include exemption reports for not meeting the KPI);
* Monthly expenditure reports;
* Annual report

* 1. Period(s) over which each deliverable, output and report is to be supplied: Quarterly

1. Meetings
   1. Frequency of contract management meetings: Quarterly
   2. Location of contract management meetings: Quarry House, Leeds. (see p.3)
   3. Checking performance against anticipated plan: Quarterly
2. Remedies
   1. Where the Authority through contract management meetings identifies issues of below expected performance the contractor shall work with the Authority to ensure that such performance is addressed and the delivery outputs and timescales are adhered to. Where performance issues arise the Supplier shall address with the Authority immediately to resolve, with the supplier setting out how such matters will be dealt with to ensure continued delivery to the required standard.
3. Confidential & Commercially Sensitive Information
4. General
   1. All the information that the Authority supplies as part of this Contract may be regarded as Confidential Information as defined in Condition 1 (Definitions) of Section Three – Conditions of Contract.
   2. The Contractor considers that the type of information listed in paragraph 2.1 below is Confidential Information.
   3. The Contractor considers that the type of information listed in paragraph 2.2 below is Commercially Sensitive Information.
5. Types of Information that the Contractor Considers to be Confidential
   1. Type 1: Confidential information:

|  |  |  |
| --- | --- | --- |
| Information considered confidential | Reason for FoIA exemption  (Include paragraph reference) | Period exemption is sought (Months) |
|  |  |  |
|  |  |  |

* 1. Type 2: Commercially sensitive information:

|  |  |  |
| --- | --- | --- |
| Information considered commercially sensitive | Reason for FoIA exemption  (Include paragraph reference) | Period exemption is sought (Months) |
|  |  |  |
|  |  |  |

1. Administrative Instructions
2. Authorisation
   1. The person shown below person shall act as the Authority's Representative on all matters relating to the Contract:

|  |  |
| --- | --- |
| Name | **To be confirmed at Contract Award** |
| Contact Details | **To be confirmed at Contract Award** |

* 1. The Department's Representative may authorise other officers to act on their behalf.

1. Notices
   1. Any notice the Contractor wishes to send the Authority shall be sent in writing to the Authority's Representative at the address shown in paragraph 1.1 above.
   2. Any notice the Authority wishes to send the Contractor shall be sent in writing to the Contractor's Representative at the address shown in paragraph 4.2 below.
2. Address for Invoices
   1. It is preferred that invoices are sent electronically to:

[MB-PaymentQueries@dh.gsi.gov.uk](mailto:MB-PaymentQueries@dh.gsi.gov.uk)

* 1. Alternatively invoices can be sent to the Department addressed to:

Department of Health

Accounts Payable

Room 530

Richmond House

79 Whitehall

London

SW1A 2NS

* 1. Invoices must not be sent to the Authority's Representative.

1. Correspondence
   1. All correspondence to the Authority except that for or relating to invoices shall be sent to the following address:

Workforce Development Strategy,

Strategy and External Relations Directorate,

Department of Health,

Quarry House,

Quarry Hill,

Leeds, LS2 7UE

* 1. All correspondence to the Contractor shall be sent to the following address:

**Tenderer to provide Address**

[**INSERT ADDRESS**]

**Schedule Five: Appendix A: Variation to Contract**

**(FOR INFORMATION ONLY – NOT FOR COMPLETION AT TENDER STAGE)**

|  |  |
| --- | --- |
| Contract Title: |  |

|  |  |
| --- | --- |
| For the Provision of: |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Contract Ref: |  | Variation No: |  | Date: |  |

BETWEEN:

The Secretary of State for Health (hereinafter called the Department) and [INSERT NAME OF CONTRACTOR] (hereinafter called the Contractor) having his main or registered office at [DN:INSERT ADDRESS]:

The Contract is varied as follows:

(DN:INSERT DETAILS OF VARIATION)

Words and expressions in this Variation shall have the meanings given to them in the Contract.

The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

SIGNED:

|  |  |  |  |
| --- | --- | --- | --- |
| For: The AUTHORITY |  | For the Contractor |  |
| By |  | By |  |
| Full name |  | Full name |  |
| Grade / Pay Band |  | Title |  |
| Date |  | Date |  |

**Schedule Five: Appendix B: Novation Agreement**

**(FOR INFORMATION ONLY – NOT FOR COMPLETION AT TENDER STAGE)**

THIS DEED (THIS AGREEMENT is made on the [dd] day of [month & year] BETWEEN

(1) THE SECRETARY OF STATE FOR HEALTH (the **Secretary of State**) whose principal place of business is at Richmond House, 79 Whitehall, London, SW1A 2NS,

(2) THE [CONTRACTOR] of [address]

(3) THE [NEW PARTY] of [address]

WHEREAS

(A) This Agreement is supplemental to an agreement dated [dd Month Year] between the Secretary of State and the Contractor (the **Contract**) under which the Contractor agreed to provide services to the Secretary of State.

(B) The Secretary of State has authorised the New Party to replace the Secretary of State as the contracting Department under the Contract on the terms of this Agreement and the Contractor is willing to accept the New Party in place of the Secretary of State on those terms.

IT IS HEREBY AGREED AS FOLLOWS:

1. Subject to the following Clauses of this Agreement –

a) The Contract shall continue in full force and effect as if the New Party were named as a party to the Contract in place of the Secretary of State for Health.

b) All rights, obligations and liabilities arising under the Contract from the date of this Agreement shall be rights, obligations and liabilities between the New Party and the Contractor.

c) Any existing rights, obligations or liabilities of the Secretary of State relating to the performance of the Contract up to the date of this Agreement shall pass to the New Party and shall be enforceable between the Contractor and the New Party in place of the Secretary of State.

2. The rights, obligations and liabilities of the Contract shall be exercisable and enforceable as the rights of the New Party under this Agreement.

3. This Agreement shall be governed by and interpreted in accordance with English law and shall be subject to the jurisdiction of the courts of England.

Signed by ....................................for and on behalf of the

Secretary of State for Health in the presence of:

Signed by ....................................for and on behalf of the

Contractor in the presence of:

Signed by ....................................for and on behalf of the

New Party in the presence of:

**Schedule Five: Appendix C: Sub-Contractors**

All suppliers to the Department of Health are asked to provide details of all sub-contractors that will be used to perform the contract.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name & Address of Sub-Contractor | | Service performed for Contractor | Provide details of staff numbers[[2]](#footnote-2) | Provide latest year’s turnover |
| Name: |  |  |  |  |
| Address: |  |
| Name: |  |  |  |  |
| Address: |  |
| Name: |  |  |  |  |
| Address: |  |

1. Form of Tender

Declaration

**PROPOSAL FOR THE PROVISION OF SOCIAL WORK QUALIFICATION VERIFICATION**

Having examined the proposed Contract comprising of:

1. Part A – Section Two, (Conditions of Contract);
2. Part B – Schedules One, One (a), Two and Six (mandatory); and
3. Part B – Schedules Three to Five inclusive (as amended).

As enclosed in the ITT response dated (**INSERT DATE**). We do hereby tender against the requirements, and terms and conditions of the proposed Contract.

We undertake to keep the tender open for acceptance by the Authority for a period of ninety (90) days from the deadline for receipt of tenders.

We declare that this is a bona fide tender, intended to be genuinely competitive, and that we have not fixed or adjusted the amount of the tender by, or under, or in accordance with, any agreement or arrangement with any other person. We further declare that we have not done, and we undertake that we will not do, any of the following acts prior to award of this Contract:

1. Collude with any third party to fix the price of any number of tenders for this Contract;
2. Offer, pay, or agree to pay any sum of money or consideration directly or indirectly to any person for doing, having done, or promising to be done, any act or thing of the sort described herein and above.

Unless and until the Tenderer and the Authority have executed a formal agreement, the Authority's acceptance of this tender with all its enclosures shall not constitute a binding contract between us. We understand that you are not bound to accept the lowest price, or any, tender.

Name of person duly authorised to sign tenders:

Date: ..........................................

Name: ..........................................

in the capacity of: ................................................................

duly authorised to sign tenders for and on behalf of:

............................................................................

By completing this Declaration and submitting your tender you have agreed that the statements in this Form of Tender are correct.

1. To be considered an SME, an organisation must have a headcount less than 250 Annual Work Units (anyone that has worked full-time within the enterprise, or on its behalf, during the reference year counts as one unit. Part-time staff, seasonal workers and those who did not work the full year are treated as fractions of one unit) **AND** a turnover less than €50 million **OR** annual balance sheet of €48 million. [↑](#footnote-ref-1)
2. This is the average annual numbers of both staff and managerial staff employed over the last trading year [↑](#footnote-ref-2)