**Adult Social Care Survey and Carers Survey**

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**Specification**

Closing Date: 5th August 2016

Contract awarded: By Tuesday 9th August 2016

Contract Start Date: Thursday 1st September 2016

Project 1- Carers Survey (September to December 2016)

Project 2- Adult Social Care Survey (December 2016 to March 2017)

Project manage and execute the above survey as specified by HSCIC to their exact specification and methodology.

Details of these can be found here: <http://www.hscic.gov.uk/socialcare/usersurveys>

We require the 2 projects to be carried out by the same supplier.

Southend Borough council will supply; all letter heads, signatories, contact information and the eligible samples in all cases.

We would estimate an approximate a sample of 1000 adults social care users with a 40% response rate.

We would estimate a sample of 600 adult carers with a 40% response rate.

* to meet all agreed locally set deadlines in relation to the survey execution and completion
* to produce and provide letter sample template
* to produce and provide all questionnaires (to be agreed and signed off by Southend Borough Council)
* to ensure that all stationery used is appropriate and of sufficient size / standard such as not to discourage responses
* to communicate with all care homes or other partners in relation to the capacity of a selected client
* to create all letters
* to merge / print / collate / fulfil / label / post all letters
* to identify all safeguarding concerns according to agreed criteria and advise the safeguarding contact as soon as reasonable
* to log all responses
* to merge / print / collate / fulfil / label / post all reminder letters
* to log all responses with a very high degree of accuracy
* to undertake data entry with 99%+ verification
* to carry out data quality checks and follow up as appropriate
* following the HSCIC data validation process to follow up and correct any remaining data quality issues
* to complete Data Return (excluding Eligible Population tab)
* to always use a secure means of data transfer between the Council and supplier and to meet the requirements of the Data Protection Act at all times
* carry out any field work e.g. telephone interviews or face to face interviews – always adhering to the specified methodologies
* to have the ability to analyse the data and produce a report summarising the results

**Evaluation Criteria**

This opportunity will be scored against price and quality as the survey and the accuracy in which it is conducted is of paramount importance. This is a statutory return for Southend on Sea Borough Council and as this service is being outsourced for the first time we need to ensure that it’s conducted in a timely and professional manner.

The Council does not bind itself to accept the lowest or any tender for the tendered service. The Council will have no obligation to Tenderers arising from this tender unless and until it enters into a formal contract with the successful Tenderer for the provision of the goods and/or services that are subject to this Invitation to Tender. Any contract awarded will be to the Tenderer whose tender is determined to be the most economically advantageous.

**40% PRICE ALLOCATION:** To be detailed within this written tender submission, by the Tenderer.The Tender is accepted on a “Fixed Price” basis and the Tenderer will not be entitled to claim any additional payments or expenses including but not limited to any increase in the price of the service and / or cost of, or incidental to, the employment of labour. The prices included in the Tender shall be the maximum payable by the Council for the duration of the contract.

Pricing Evaluation (40%) – Using the Prices submitted by Bidders a percentage will be allocated to the total cost as follows:

* Score = (Lowest Price Tender / Your Price) \* 40%
* The Table below gives an example of how the methodology works when applied to contract prices. The prices used here are examples of the pricing methodology and do not reflect any expectation of this contract in relation to any aspect of the pricing.

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| --- | --- | --- | --- | --- |
|  | Bid A | Bid B | Bid C | Bid D |
| Commercial Submission | £7,000 | £10000 | £9000 | £7000 |
| Points Score | 40.0% | 28.0% | 31.1% | 40.0% |

The scores awarded in the example table to Bid A and Bid D is calculated as follows:

* Bid A and Bid D with the lowest contract price in relation to the other bids are awarded the score of 40. The applied methodology gives a calculation as follows: (£7000 / £7000) x 40% = 40.0%
* Bid B with the highest contract price in relation to the other bids is therefore the lowest scoring bid in the pricing section, awarded 28.0%. The applied methodology arrives at this score through a calculation as follows: (£7000 / £10000) x 40% = 28.0%.

**COMMERCIAL QUESTIONNAIRE**

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| Please detail all the costs to carry out the project. Please note that the commercial evaluation will be made against the delivery of the project on the basis of the specification set out on page 2. Given that the response rates for both surveys may be above 40% we understand that this will incur additional costs. We would therefore ask bidders to provide the additional costs in section B**Section A**

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| **Description** | **Cost (£)** |
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| **Total Cost** |  |

**Section B – For information (**please note that the costs in this section do not form part of the commercial evaluation**)****Additional costs for Response rates over 40%:****Adults Social Care Survey (cost for a further 100 responses) = £****Carers Survey (cost for a further 100 responses) = £**Please note that if the response rates are above the expected 40% then the additional costs will be paid on a pro-rata basis. For instance if the Carers Survey concludes with 335 responses, this will mean 95 response above the expected 40% have been received. We would therefore pay 95/100th of the cost set out in Section B above.  |
|  |

**60% QUALITY ALLOCATION:** To be detailed within this written tender submission, by the Tenderer. Your quote in response to this pilot should consider and provide the following:

**TECHNICAL QUESTIONNAIRE**

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| --- |
| Please outline why your organisation is well placed to deliver this service for Southend. Please refer to the specification on page 2 and the government guidance at <http://www.hscic.gov.uk/socialcare/usersurveys> and outline how you will ensure the following:* A high level of accuracy
* A timely completion of the projects
* Delivery of all elements of the specification as listed on page 2
* Draw upon previous learning to ensure a successful delivery of the contract

Please limit your responses to 4 sides of A4 (Arial 12). Any words in excess of this cannot be evaluated. Please note that this page limit includes the use of diagrams/charts/pictures.  |
| **Please insert your response here:** |

Evaluation of Bid Responses will be carried out on an individual question basis. Grade labels and definitions are as follows:

|  |  |
| --- | --- |
| **SCORING MATRIX** | **SCORE** |
| Deficient | Question not answered – or – Response to the question significantly deficient.  Answer does not provide satisfactory evidence as to the organisation’s capability. | 0 |
| Limited | A response that is inadequate or only partially addresses the question.  Answer provides some evidence as to the organisation’s capabilities. | 1 |
| **Acceptable** | An acceptable response submitted in terms of the level of detail, accuracy and relevance.  Answer provides sufficient evidence as to the organisation’s capability. | 2 |
| Good | A good response submitted in terms of the level of detail, accuracy and relevance.  Answer provides significant evidence as to the organisation’s capability. | 3 |
| Excellent | A very good response in terms of the level of detail, accuracy and relevance.  Accompanying evidence provides strong assurance as to the organisation’s capability. | 4 |

**Basic Contact Details**

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| --- | --- |
| Contact name for enquiries aboutthis bid: |  |
| Address:Post Code: |  |
| Telephone Number: |  |
| Email Address: |  |
| Company Registration Number (if  this applies): |  |
| VAT Registration number: (if  this applies): |  |
| Have you ever been employed by this Council? (if yes please provide details) | Yes  No          |
| Please state if you have a relative(s) who is employed by the Council at a senior level or who is a Councillor? (if yes please provide details) | Yes  No          |