# Market Sounding Exercise

Delivery partner for Adult Social Care

West Sussex County Council

Ref: ADC DP Feb 2023

# Section 1: Introduction

## General Requirements

* 1. The purpose of this document is to briefly explain to providers the business and technical requirements (and the expected scope) of a proposed procurement of a delivery partner for the Council’s Adult Social Care service.
  2. **Please note:** this market sounding exercise is **not** an invitation to tender or a request for formal expressions of interest. This document does not form any part of an invitation to tender. West Sussex County Council (WSCC) is issuing this request for **information only**.
  3. Any supplier invited to present to WSCC is doing so to support market research only and to help make any potential procurement process more focused and efficient. No supplier selection or supplier preference is implied.

## Confidentiality and Freedom of Information (FOI)

* 1. **Please note:** all information included in this market sounding is confidential and only for the recipients’ knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party without prior written authorisation.
  2. All responses will be treated confidentially. However, please be aware that we are subject to the disclosure requirements of the FOI Act and that potentially any information we hold is liable to disclosure under that Act. For this reason, we strongly advise that any information you consider to be confidential is labelled as such. In the event that a request is subsequently made for disclosure under FOI the request will be dealt with in accordance with the legislation.

## Background

To support the delivery of our [Council Plan 2021/2025](https://www.westsussex.gov.uk/about-the-council/policies-and-reports/corporate-policy-and-reports/our-council-plan/) and the [Adult Social Care Strategy 2022-25](https://www.westsussex.gov.uk/social-care-and-health/publications-policies-and-reports/social-care-and-health-policy-and-reports/adult-social-care-strategy/), the Adults and Health directorate has set out its strategic purpose and outlined how the directorate will deliver services.

To achieve this, the directorate will need to deliver a significant programme of work throughout 2023/24 and 2024/25, as well as respond to ongoing service pressures and emerging government legislation.

The nature, scale and complexity of the programme means that fixed-term external capacity and skills are needed to work alongside in-house teams to deliver core elements of programme.

The Council’s preference is to contract with one company that is able to deliver all professional services from within their organisation or act as a lead for a consortium of companies.

Following a tender process, the delivery partner is expected to be in place by 03 July 2023.

## Soft Market Test Timetable

* 1. Please read this document and if you feel that your organisation is able to contribute to this exercise please complete the questionnaire at the end of this document and return, via SE Shared Services by **12:00 on 06 March 2023**.
  2. SE Shared Services is located at <https://www.sesharedservices.org.uk/esourcing> . The project reference is WSCC – 035941.
  3. For technical support or assistance in using the SE Shared Services portal please contact the In-Tend helpdesk:
  + Tel: 0845 557 8079
  + Email: [support@in-tend.com](mailto:support@in-tend.com)
  1. Potential responders will not be prejudiced in any future procurement processes by either responding or not responding to this market sounding exercise.
  2. Potential Providers may raise questions or seek clarification regarding any aspect of this document at any time to [james.skilling@westsussex.gov.uk](mailto:james.skilling@westsussex.gov.uk)

# Section 2: Scope

## Work themes

The Portfolio of Improvement and Change has been split into the following themed work packages. The Council is seeking 1 delivery partner to lead of the delivery of each and all of these elements during the engagement.

|  |  |  |
| --- | --- | --- |
| **Theme** | **Commentary** | **Requirement** |
| **Adult Social Care Inspection and Assurance** | Preparation for inspection and assurance  We have completed a full review of all Care Act chapters and annexes to ensure that West Sussex has a good understanding of its strengths and areas for improvement.  We will continue working with business representatives make improvements and gather evidence, in the form of documents and plans, to ensure that West Sussex is able to accurately self-assess current performance and provision in relation to adult social care. | * Completion of actions for gaps or areas for reinforcement in relation to the Care Act. |
| **Customer Journey Design** | Full analysis of how each team in adult social care currently works has been undertaken.  Building upon this analysis we will design a core customer journey (once and well), creating an end-to-end blueprint for best practice, and address variations by taking a cohort-based approach with an initial focus on:   * Working age adults with mental health conditions. * Working age adults with learning disabilities. * Working age adults with physical disabilities. * Older People | * Multi- phase workstream from discovery to delivery |
| **Service Design** | 3 sub areas of focus/delivery   1. Pre-Front Door - Information, advice and guidance (IAG) 2. Intermediate Care -(Joint with NHS) 3. Transitions - (joint with CYP) | * Multi- phase workstream from scoping to delivery |
| **Commissioning** | 5 sub-areas of focus/delivery   1. Embedding the new structure, roles, skills and leadership within the ASC Commissioning function 2. Commissioning Strategies and market engagement 3. Individual Service Funds (ISF) & Direct Payments (DPs) 4. Complex Need – Respite & emergency response 5. S75 Agreement | * Multi- phase workstream from scoping to delivery and evaluation |
| **Enablers – support areas of strategic change** | Areas of focus   1. Data and Programme Management and Co-ordination 2. Business Analytics | * Resources to work alongside existing WSCC resource |

# Section 3: Questionnaire

Please note: you do not need to resize the table; it will automatically adjust to fit your response.

## Section A: Organisation and Contact Details

|  |  |
| --- | --- |
| **Question** | **Response** |
| Name of your organisation |  |
| Registered office (if applicable) |  |
| Trading address (if different from office) |  |
| What if any local connections do you have with the authority? |  |
| Name of person whom an queries relating to this questionnaire should be addressed |  |
| Telephone Number(s) |  |
| Email |  |
| Address if different to above |  |

## Section B: Questions

Please note: you do not need to resize the table; it will automatically adjust to fit your response.

Your response should specifically identify areas of proprietary or commercially sensitive information that you would not wish to be divulged.

|  |
| --- |
| **Question** |
| 1. What is your organisation’s area of expertise or interest? |
| **Response** |
| 1. Please set out the key factors that you would bring to ensure successful delivery, including your organisation’s ability to take responsibility and risk related to delivery of the themed workstreams detailed in Section 2. |
| **Response** |
| 1. Are there barriers or problems (practical, legislative, commercial, technical, conflicts of interest etc) that you will need to overcome in order to be considered as a delivery partner? |
| **Response** |
| 1. How would you ensure that the knowledge you bring to the work and learning you develop whilst undertaking the work is shared effectively with the Council? |
| **Response** |
| 1. What are your views on working across our offices (at least on a hybrid basis) in West Sussex? What challenges would this present? |
| **Response** |
| 1. Have you used a performance fund, risk sharing or incentive model in other contracts you have delivered. If so, what was your experience of this and what are the benefits and dis-benefits as you see them? |
| **Response** |
| 1. Do you have any other comments you wish to share at this point? |
| **Response** |

Thank you in advance for completing this market briefing questionnaire.

## Section C: Supplier directory

The Council would like to a publish a directory of respondents to this market sounding exercise to facilitate networking in the supply chain.

|  |  |
| --- | --- |
| In no more than 200 words, please describe your company or organisation including specialisms, experience etc.  (This will be published in the directory along with the name of your organisation) |  |

If you would prefer your organisation NOT to be included in the directory, please check this box.

|  |  |
| --- | --- |
| I/We do not want to be included in any published directory |  |

## Section D: Market Briefing event

The Council intends to hold a 1 hr market briefing event (via Teams) to talk through its requirements with suppliers who may be interested in bidding. The date for this event is **10.30 – 11.30 on 07 March 2023**. If you would like to receive an invitation to this event, please provide the email addresses of those who will be attending from your organisation.

|  |  |
| --- | --- |
| Email addresses of those colleagues who will be attending from your organisation |  |

The slide deck can be shared after the meeting. Please indicate if you would like to receive a copy.

|  |  |  |
| --- | --- | --- |
|  | **Yes/No** | **Email address** |
| I would like to receive a slide deck from the event |  |  |

ENDS -