



Draft Invitation for Quotation of
SEND Mediation
and
Disagreement Resolution Advice, Meetings
and Services

CONTRACT DURATION: Initial Three years with the option to extend for an additional of Two years (3+1+1)

DEADLINE FOR SUBMISSION OF YOUR QUOTATION: 12:00 on 25 January 2021

CONTRACT START DATE: 1 April 2021

INTRODUCTION AND SCOPE

The London Borough of Camden is leading the joint procurement of mediation services on behalf of London Borough of Hackney (Hackney Learning Trust), London Borough of Enfield, London Borough of Islington and London Borough of Haringey (commonly referred to as **CHEIH**). This service will be delivered in line with Council statutory obligations in relation to the Children and Families Act 2014 and associated Regulations and SEND Code of Practice.

The councils expect that where there are opportunities to deliver added value, the benefits and most competitive costs are set out in the attached Pricing Schedule. The service will be considered in two parts:

Part 1: Advice and Certification Service – Provision of advice and information and certificates. (Core service that all councils will use)

Part 2: Mediation Services and Disagreement Resolution Advice facilitated by a qualified SEND mediator and in line with statutory timescales and guidance. (Each Council will choose the type of service they require. This will be referred to as the Pay As You Go (PAYG) model as cost will be based on usage)

In addition, the Councils are interested to receive variant offers that could improve upon the two (2) services. These will be considered as variant elements to the core services and will be treated as such. If a Council is interested in any variant element, they will develop and agree the process with the Provider. The Provider must confirm the most competitive for each identified idea.

The London Borough of Camden has prepared this Invitation to Quote (ITQ) in collaboration with the above named Councils. Organisations interested in providing this service should clearly read all of this ITQ, answer all questions and propose detailed strategies how the requirement will be undertaken. Please submit your proposed total cost for delivering this service.

The Council is adopting a procurement procedure which includes negotiation with a view to enable the Council to improve the final Tender responses and shape the final service delivery model.

CONTRACT DURATION

The new contract will be for an initial period of three (3) years from 1 April 2021 to 31 March 2024, with an option of two extensions of up to 12 months each from 1 April 2024 to 31 March 2026 (a total potential contract term of five (5) years). The option to extend will be taken in the third year of the initial term and notice will be formally given to the awarded Provider subject to the agreement of the parties.

INDICATIVE USAGE

Historic usage indicates the collective total number of certificates issued to all 5 Councils:

	FY16/17	FY17/18	FY18/19	FY19/20
Camden	13	19	31	37
Enfield	23	23	21	34
Haringey	26	52	45	65
Hackney	49	67	64	55
Islington	19	28	34	31
Total	130	189	195	222

Historic usage indicates an estimate of 20 - 35 mediation sessions per year in total collectively across all 5 Councils.

KEY PERFORMANCE INDICATORS

KPIs to include the issuing of certificates and Disagreement Resolution or Mediation meetings within timescales.

90%+ service user satisfaction and responsiveness to queries or concerns raised by each CHEIH member.

MINIMUM REQUIREMENT

The minimum requirements for this service can be found in sections 1.4 and 1.5 of this ITQ.

KEY DATES FOR THIS SERVICE

Key Activity	Detail	Date
ITQ Submission Date	Deadline for submitting proposal and cost	25 January 2021
Award of Service Contract	Deadline for submitting proposal and cost	8 – 12 February 2021
Implementation Meeting	The Council will invite the successful Provider/s to discuss the implementation of the services.	26 February 2021
Service Commencement	Start of the new arrangements	1 April 2021

CONTACT DETAILS

If you have any questions please contact Karen Flanagan Head of Special Education and Inclusive Intervention Services (SEIIS), London Borough of Camden
karen.flanagan@camden.gov.uk

SERVICE REQUIREMENT FOR ALL FIVE (5) COUNCILS

- 1.1 It is expected that each responding organisation will provide proposals and combined total costs for:
 - Part 1: Advice and Certification Service (Core) and
 - Part 2: Mediation Services and Disagreement Resolution Advice (PAYG)
- 1.2 The Services named above must be fully compliant in relation to the Children and Families Act 2014 and associated Regulations and SEND Code of Practice.
- 1.3 In addition to Clause 1.1 and 1.2 above, the Councils welcome the opportunity to receive proposals and costs from Providers where innovation and added value could be used to improve on the service. Any innovation proposals in addition to Part 1 and 2, will not be evaluated but each Council reserves the right to take up any and all added benefits at any point during the term of the contract and at their own cost). You must clearly set out within your proposal the cost of the Advice and Certification (core) service and the costs of the Mediation Services and Disagreement Resolution (PAYG) service.

For example, these points below, should be clearly quantified in the Pricing Schedule:

- Any added value services that are included as part of the core subscription or PAYG service;
 - Any additional costs in relation to any of the above such as the cost of venues (if needed)
 - The costs of an unlimited service
- 1.4 **The Advice and Certification (core) Service must provide:**
 - Access via a single point of contact to a free telephone/electronic helpline giving advice and guidance to service users and professionals which could relate to disagreement resolution or mediation. Telephone/online helpline operating a minimum of 5 days per week with one late night and or weekend session for parents, carers and young people to offer flexibility to the service
 - An answerphone message to be initiated for out of hours calls. This to indicate other contact routes (e.g. e-mail or website).
 - Advisors to be suitably experienced and trained to offer robust advice and guidance, including basic knowledge and awareness of tribunal process and timescales as well as individual Borough arrangements for resolving disagreements such as Next Steps meetings. The Provider must encourage and make service users aware of this and work with each Borough to support local resolution before more formal mediation or disagreement resolution meetings are utilised.
 - A website with details of the disagreement resolution and mediation service. As a minimum the Provider's website should contain: -

- Detailed description of services provided, including explanation of disagreement resolution, mediation advice and mediation and when each of these may be relevant
- Full contact details for the service, including telephone, email and address
- Details of new developments/ legislation
- Annual reports
- Links to appropriate London Borough website pages
- The website must be accessible to parents and to young people, and to those with disabilities so should include easy read versions of core information
- Information materials for each local Borough providing details of the service, including contact details. The Provider must have the capacity to provide easy read versions and materials in different languages
- Service coordination
 - A service coordinator or manager with overall responsibility for delivering the contract and ensuring quality of provision. The service coordinator will be expected to report to the CHEIH group and attend a minimum of two contract monitoring meetings per year. The service coordinator will also make direct contact with each Borough at least once each year to ensure that the service is meeting the needs of each individual Borough
 - Service co-ordinator will provide an Annual Quality Monitoring Report which summarises activity for the CHEIH group and highlighting issues/trends
 - KPIs to include the issuing of certificates and Disagreement Resolution or Mediation meetings within timescales, 90%+ service user satisfaction and responsiveness to queries or concerns raised by each CHEIH member.
 - Quarterly data on referrals, service use, service users' feedback and outcomes in a format to be agreed with the CHEIH group.
 - A quarterly breakdown of expenditure for the service as a whole and for each Borough
- Initial processing of referrals and access to mediation advice
- Guidance on the pathways to resolution of disputes
- The issuing of 'certificates' in accordance with the Children and Families Act 2014 and any associated regulations and statutory guidance within prescribed timescales
- Invoicing to each individual Council for their proportion of the core costs
- Invoicing to each individual Council for any PAYG mediation/disagreement resolution meeting costs

Potential Providers may also offer other services as part of the core service, such as training or professional development activities. For example, they may offer access via social media, information and materials specifically targeted at young people, training for local Borough staff, etc. Providers need to make clear in their submission where this is added value and does not incur any additional costs to the core subscription sum or explain any additional costs.

1.5 **The mediation/disagreement resolution meetings service (PAYG) must:**

In addition to the core service above, the Provider must offer formal disagreement resolution and mediation meetings and associated services on a fixed price 'pay as you go' basis. The fixed price 'pay as you go' costs must include as a minimum:

- Formal disagreement resolution or mediation meetings as appropriate to the circumstances which could include virtual or face to face meetings.
- The Provider must clearly specify the difference in costs for face to face as opposed to virtual mediation or disagreement/resolution meetings.
- For both disagreement resolution and mediation, the timescales set out in The Special Educational Needs Regulations will apply. A formal record of the outcome of each disagreement resolution or mediation meeting must be provided to the parties involved.
- Facilitation of disagreement resolution or mediation meetings whether virtually or face to face must be conducted by a suitably qualified mediator who is a member of either the College of Mediators (COM) or the Civil Mediation Council (CMC) and who has passed SEND Mediation Training
 - those mediators facilitating disagreement resolution or mediation between young people and other parties must have relevant knowledge and skills in working with young people with special educational needs and be able to secure where possible; and or appropriate, the young person's views – please make clear how you will seek the young persons' views which may require a separate virtual meeting.
- The Provider will ensure that no mediator will have a conflict of interest in any case to which they are assigned.
- All mediators will have access to supervision and continuing professional development to include relevant health and social care legislation, so they are able to mediate across Education, Health and Care issues.
- The Provider must ensure a sufficient pool of mediators to provide coverage across the group's geographical area and any spikes in demand.
- Any and all associated costs – e.g. pre and post mediation preparation, production/distribution of any documentation, cost of entire mediation (i.e. not an hourly rate) and travel costs of mediator.
- Access to individual/group LA's/ CCG's/ commissioners to purchase additional single or bulk mediation/disagreement resolution meetings throughout the contract term at a progressively higher discounted rate (the more you purchase the higher the discount).
- We are also keen to utilise an independent person to seek a child or young persons' views where there may be a disagreement but where there is no disagreement resolution or mediation meeting needed; please make clear how you would do this and the cost of this.

Please note that any mediation or disagreement resolutions purchased are fully transferable between the Councils, CCGs and if the council agrees, its education providers. These can also be carried forward, including within any extended period until the termination of the contract.

1.6 Venues

- In general, each CHEIH Borough will arrange for suitable venues
- Where necessary, the Provider will arrange and meet the cost of any venue used for disagreement resolution or mediation if required. Venues must be fit for purpose, accessible and local to the family or young person involved. The mediator must ensure access to breaks for participants and access to refreshments.

1.7 Invoicing

- The Provider will invoice each Borough or CCG /commissioning body within one (1) month of completing a disagreement resolution or mediation meeting or providing any other PAYG service
- The Provider must make clear costs of single mediations/disagreement resolution including all aspects of 1.5 above) and offer discounted bundles which the Borough's, CCGs and other commissioning bodies may purchase individually or with other Borough's, CCG's or commissioning bodies.

1.8 Cancellation charges

- The relevant Council, CCG or education Provider will fund half the full cost of the mediation/disagreement resolution meeting if cancelled within 24 hrs of the meeting.
- £100 if cancelled within 48 – 96hrs unless rescheduled in which case there will be no additional charge.
- There will be no charge where meetings are rescheduled outside of the times above.

1.9 Payments

The Councils will fund the base service annually in advance. This will be determined as part of the pre contract phase but is likely to include the provision of the core service as well as an agreed number of pre-paid mediation/disagreement resolutions meetings and issue of certificates. The Mediation organisation will then invoice each Council for the services.

All invoicing and payment arrangements for both services must be confirmed with each Council during the mobilisation period.

1.10 Confidentiality

The service will adhere to agreed practices of confidentiality at all times. The only information released to parties outside the mediation process is that agreed by all parties for release to that party. The single exception to this is when issues relating to child protection emerge during the mediation process and parents and young people should be informed if this arises. The service Provider must comply with the provisions of the Data Protection Act 2018 (GDPR).

1.11 Quality assurance

- A quality assurance process to evaluate the effectiveness of the work carried out, including feedback questionnaires from service users
- Annual reporting to include contract compliance, outcomes, quantitative and qualitative data such as ethnicity, gender, age, SEND need type, trend data, service user satisfaction and contract compliance arrangements.

1.12 Benefit to local communities

Where possible, the Provider should seek to employ and or engage persons who are disadvantaged in the labour market such as those with disabilities using strategies to overcome barriers such as job carving if needed, as well as offer apprenticeships (including supported) and supported internships where possible.

1.13 Termination

1.13.1 In the event that any of the Councils should commit a material breach of its obligations under this Agreement and shall not remedy such breach within ten (10) Working Days of any notice of such breach given to it by the other Council, the Council not in breach may in each case with six (6) months' notice terminate this Agreement.

1.13.2 Each Council recognises that the success of the Partnership depends upon the mutual co-operation of each of the Councils and the withdrawal of either Council may have serious administrative and financial repercussions for the remaining Councils. Notwithstanding the foregoing, any Council shall be entitled to withdraw from the Partnership and terminate this Agreement by giving the other Council not less than six (6) months' notice in writing of its decision to do so.

1.14 Remote Working

The awarded Provider must be able to demonstrate within their response that they can fully support the delivery of the service via remote working and that the arrangements are GDPR compliant. Clear processes must be in place and upon the request by any Council and must be provided. If a process is not currently in place, Providers must confirm that a process will be in place before the commencement of the contract.

1.15 Business Continuity

This is a statutory service, and the Provider is responsible for the delivery of the service so that it is compliant. To ensure the risk of service delivery is minimised and managed, Providers must ensure they have compliant Business Continuity Plans that have been tested within the last 12 calendar months.

1.17 Preparation of Invitation to Quote (ITQ)

Providers are solely responsible for the costs and expenses incurred in connection with the preparation and submission of their ITQ. Under no circumstances will the Council, or any of their advisers, be liable for any costs or expenses borne by Suppliers, sub-contractors, suppliers or advisers in this process.

MANDATORY QUESTIONS

Please note that no Provider will go forward to the evaluation stage if they are unable to adhere to the following mandatory requirements.

The successful provider must confirm in writing that they will:

1. Adhere to the Pan London Safeguarding criteria (**Appendix 2**).
2. Have the resources in place ready for full delivery of both services on 1 April 2021.
3. Work with us and the existing provider to support the pre-mobilisation and any handover stage.
4. Fully comply with the CFA 2014 and associated regulations and Code of Practice. The invitation to quote must include a chart to evidence that compliance.
5. Be fully compliant with GDPR, including home working arrangements.

Mandatory requirement	Will be compliant: Yes/No	Signature
1. Adhere to the Pan London Safeguarding criteria (Appendix 2).		
2. Have the resources in place ready for full delivery of both services on 1 April 2021.		
3. Work with us and the existing provider to support the pre-mobilisation and any handover stage.		
4. Fully comply with the CFA 2014 and associated regulations and Code of Practice. The invitation to quote must include a chart to evidence that compliance.		
5. Be fully compliant with GDPR, including home working arrangements.		

Please use this field to add any comments in relation to the mandatory questions (maximum 500 words).

AWARD CRITERIA

Quality evaluation criteria (0%)	Evaluation sub-criteria	Weighting (%)
1. Experience, performance and partnership arrangements (including Business Continuity Plan)	<p>Please demonstrate your experience and expertise in terms of delivering the specialist aspects of this type of contract. Please provide evidence of the performance levels of your organisations and how it works with individual as well as multiple Councils. This should include, but not limited to the following:</p> <ul style="list-style-type: none"> • communication standards • administration – invoicing and reports • responding to concerns /queries • business continuity Plan • partnership working 	5.00%
2. Service Delivery for Advice and Certification (core) Service to the 5 Local Authorities.	<p>Please detail how you propose to deliver the Advice and Certification (core) Service to multiple Local Authorities. Please see section 1.4 above for full details and ensure you make clear how you will provide those required aspects including but not limited to the following:</p> <ul style="list-style-type: none"> • how your advice line will operate, the hours and mode of service • Experience and qualification of advice staff • The website • Accessibility of information in all forms (website, leaflets etc) • The adaptations you will make to meet individual service user needs • Service coordination • The issuing of ‘certificates’ in accordance with the Children and Families Act 2014 and any associated regulations and statutory guidance within prescribed timescales • Reporting of usage • How you will utilise the lived experience of service users (Parents, CYP, professionals, LA staff) to inform practice and improvement 	12.00%
3. Service Delivery for Mediation Services and Disagreement Resolution Advice (PAYG) Service to Multiple Local Authorities.	<p>In line with the service requirements, please detail how you propose to deliver the Mediation Services and Disagreement Resolution Advice (PAYG) Service to multiple Local Authorities. Please see section 1.5 above for full details and ensure you make clear how you will provide those required aspects including but not limited to the following:</p> <ul style="list-style-type: none"> • How you will meet the timescales • How you will ensure quality and qualifications of mediators and any formal written agreements following mediation 	12.00%

	<ul style="list-style-type: none"> Your quality assurance and insurance processes including supervision of mediators and any training programmes for staff Evidence you have sufficient resources to deliver the service across all 5 Councils Reporting on usage How you will utilise the lived experience of service users (Parents, CYP, professionals, LA staff) to inform practice and improvement 	
4. Voice of Children / Young Person (CYP)	<p>Securing the independent views of the child and young person are very important to us. Please make clear how you will</p> <ul style="list-style-type: none"> Secure the young persons' views which may differ to that of their parents and may require a separate virtual meeting or other arrangements to do this Seek the views of the child where appropriate Use CYP to shape the service delivery model and adapt or inform practice 	5.00%
5. Delivery of Social / Added Value	<p>Please make clear any wider services you will provide at no additional cost that add value to the contract. This could include training to LA staff in relation to disagreement resolution skills for example, young people advocacy, use of technology to secure service user engagement, adapted material, job carving to secure employment of young person with LD</p>	6.00%
Total quality score		40.00%
Total price score		60.00%
Combined Total Score		100.00%

All responses should be submitted using size 12 Arial format via email. The word limits must be adhered to as the panel will only evaluate the specified word limit for each question.

This ITQ will be scored 60% Price and 40% Quality as defined in this document. The Council reserves the right not to continue the evaluation process of any ITQ response that does not meet this requirement.

Only relevant documents, forms, tools or programmes should be included in the word limit for each question. Please note only up to 10 appendices are allowed.

Due to the Covid-19 pandemic, each Council may have to operate this service differently. The Provider must be able to closely work with each organisation to ensure this service meets the individual and collective aims and requirements.

SECTION 1: EXPERIENCE, PERFORMANCE AND PARTNERSHIP ARRANGEMENTS (INCLUDING BUSINESS CONTINUITY PLAN) – WEIGHTING 5.00%

1.1 Please demonstrate your experience and expertise in terms of delivering the specialist aspects of this type of contract. Please provide evidence of the performance levels of your organisations and how it works with individual as well as multiple Councils. This should include, but not limited to the following:

- communication standards
- administration – invoicing and reports
- responding to concerns /queries
- business continuity Plan
- partnership working

The word limit for 1.1 is 3,000 words. We will therefore only assess the first 3,000 words.

SECTION 2: SERVICE DELIVERY FOR ADVICE AND CERTIFICATION (CORE) SERVICE TO THE 5 LOCAL AUTHORITIES - WEIGHTING 12.00%

2.1 Please detail how you propose to deliver the Advice and Certification (core) Service to multiple Local Authorities. Please see section 1.4 above for full details and ensure you make clear how you will provide those required aspects including but not limited to the following:

- How your advice line will operate, the hours and mode of service
- Experience and qualification of advice staff
- The website
- Accessibility of information in all forms (website, leaflets etc)
- The adaptations you will make to meet individual service user needs
- Service coordination
- The issuing of 'certificates' in accordance with the Children and Families Act 2014 and any associated regulations and statutory guidance within prescribed timescales
- Reporting of usage
- How you will utilise the lived experience of service users (Parents, CYP, professionals, LA staff) to inform practice and improvement

The word limit for 2.1 is 3,000 words. We will therefore only assess the first 3,000 words.

SECTION 3: SERVICE DELIVERY FOR MEDIATION SERVICES AND DISAGREEMENT RESOLUTION ADVICE (PAYG) SERVICE TO MULTIPLE LOCAL AUTHORITIES - WEIGHTING 12.00%

3.1 In line with the service requirements, please detail how you propose to deliver the Mediation Services and Disagreement Resolution Advice (PAYG) Service to multiple Local Authorities. Please see section 1.5 above for full details and ensure you make clear how you will provide those required aspects including but not limited to the following:

- How you will meet the timescales
- How you will ensure quality and qualifications of mediators and any formal written agreements following mediation
- Your quality assurance and insurance processes including supervision of mediators and any training programmes for staff
- Evidence you have sufficient resources to deliver the service across all 5 Councils
- Reporting on usage
- How you will utilise the lived experience of service users (Parents, CYP, professionals, LA staff) to inform practice and improvement

The word limit for 3.1 is 3,000 words. We will therefore only assess the first 3,000 words.

**SECTION 4: VOICE OF CHILDREN / YOUNG PERSON (CYP) - WEIGHTING
5.00%**

4.1 Securing the independent views of the child and young person are very important to us. Please make clear how you will:

- Secure the young persons' views which may differ to that of their parents and may require a separate virtual meeting or other arrangements to do this
- Seek the views of the child where appropriate
- Use CYP to shape the service delivery model and adapt or inform practice

The word limit for 4.1 is 2,000 words. We will therefore only assess the first 2,000 words.

SECTION 5. DELIVERY OF SOCIAL / ADDED VALUE - WEIGHTING 6.00%

- 5.1 Please make clear any wider services you will provide at no additional cost that add value including social to the contract. This could include training to LA staff in relation to disagreement resolution skills for example, young people advocacy, use of technology to secure service user engagement, adapted materials, job carving to secure employment of young person with LD.

The word limit for 3.2 is 2,000 words. We will therefore only assess the first 2,000 words.

END OF AWARD CRITERIA QUALITY QUESTIONS

GUIDANCE FOR PRICING SCHEDULE AND EVALUATION PROCESS

G1.1 The Pricing Schedule has been enclosed with this Invitation to Quote and must be fully completed.

G1.2 The following Award Criteria has been selected:

- Experience, Performance and Partnership Arrangements (including Business Continuity Plan) – 5.00%
- Service Delivery for Advice and Certification (Core) Service to the 5 Local Authorities – 12.00%
- Service Delivery for Mediation Services and Disagreement Resolution Advice (PAYG) Service to Multiple Local Authorities – 12.00%
- Voice of Children / Young Person (CYP) – 5.00%
- Delivery of Social / Added Value – 6.00%

G1.3 Evaluation of Award Criteria - Quality

The evaluation panel will use the Scoring Matrix in Appendix 1 below when scoring each quality Award Criteria question.

G1.4 Evaluation of Award Criteria – Price

Price evaluation will be based on the rates submitted using the pricing schedule spreadsheet.

G1.5 Scores will be assigned to each Tender Price by measuring each price against the lowest priced compliant tender submitted. The lowest priced compliant tender will achieve the maximum score and any prices above the lowest will be allocated a score based on the following formula:

$$\text{Price Score} = \frac{\text{Lowest tender price}}{\text{Your tender price}} \times 40$$

For example based on a notional figure of £20,000 for the lowest tender price, scores would be awarded as follows:

Providers	Tender Price	Price Score awarded (/40 %)
A	£20,000	40.0
B	£25,000	32.0
C	£22,000	36.3
D	£28,000	28.6
E	£26,000	30.8

G1.6 Award Process

Unless there are compelling reasons to do otherwise, the London Borough of Camden, on behalf of the other Boroughs, intends to award the business to the best scoring Provider based on the ITQ responses received as part of this process. However, the London Borough of Camden reserves the right not to award all or any of the business to the best scoring Provider(s) or to any Provider.

G1.7 Evaluation Process

The evaluation process will feature the following phases:

Phase 1 – Compliance Checks

A check will be undertaken for compliance against the mandated ITQ Requirements.

The evaluation of ITQ responses will, as applicable, proceed through some, or all of the following phases of evaluation:

Phase 2 – evaluation against Mandatory Questions

An evaluation panel will assess the ITQ Mandatory Questions. Providers Suppliers will be required to agree to meet all the specified requirements prior to their ITQ response being evaluated against the award criteria. Any Provider who does not agree to meet all of the Mandatory Requirements, shall be eliminated from the ITQ process and their submission will not be assessed further.

Phase 3 – evaluation against Award Criteria and Price

Quality Evaluation – a panel member from each Council will evaluate the Provider response to each question in the Award Criteria. Price Evaluation - the price evaluation will be assessed at the same time the Quality evaluation is being undertaken.

Moderation of Scores – a panel of Council Officers will meet to review the ITQ submissions and agree the final scores to produce preliminary quality ranking.

Phase 4 – Clarifications

Clarifications from Providers around their tenders will be sought, if required.

Phase 5 – Final Tender score

Final meeting to moderate and agree final quality will be undertaken remotely. The responses will be scored (out of 100%) and will be calculated by adding the total quality score (out of 40%) to the total price score (out of 60%). A final ranking will be produced based on the score of each Provider.

Each Council will prepare their own internal Evaluation Report and Recommendation documents.

Approvals will be sought at the appropriate level by each organisation and in accordance with their internal governance process. Only when this has been completed, will the Lead Council inform Providers' of the outcome of the ITQ process.

Providers will be successful if their bid, in the opinion of the Council at the conclusion of the evaluation, offers the Most Economically Advantageous Tender (MEAT), based on the award criteria.

1.8 Award

(a) The Council will inform all Provider's via email of the intention to award a Contract. Subject to there being no substantive challenge to that intention, a Contract will be formally awarded to the successful Supplier(s) without the use of any Standstill Period.

(b) All unsuccessful Provider's will be notified via email advising them of the outcome of the evaluation exercise. This will include details of:

- the award criteria
- the score of the Winning bid
- the name of the successful Provider
- the relative merits of the award
- Unsuccessful Provider will be able to seek a debrief

APPENDIX 1

SCORING MATRIX

Score	Classification	Definition
0	No response (complete noncompliance)	No response at all or insufficient information provided in the response such that the solution is totally unassessable and/or incomprehensible.
1	Unsatisfactory response (potential for some compliance but very major areas of weakness)	<p>Substantially unacceptable submission which fails in several significant areas to set out a solution that addresses and meets the requirements: little or no detail may (and, where evidence is required or necessary, no evidence) have been provided to support and demonstrate that the tenderer will be able to provide the services and/or considerable reservations as to the tenderer's proposals in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.</p> <p>Would represent a very high risk solution for the contracting authority</p>
2	Partially acceptable response (one or more areas of major weakness)	<p>Weak submission which does not set out a solution that fully addresses and meets the requirements: response may be basic/ minimal with little or no detail (and, where evidence is required or necessary, with insufficient evidence) provided to support the solution and demonstrate that the tenderer will be able to provide the services and/or some reservations as to the tenderer's solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.</p> <p>May represent a high risk solution for the contracting authority.</p>
3	Satisfactory and acceptable response (substantial compliance with no major concerns)	Submission sets out a solution that largely addresses and meets the requirements, with some detail (or, where evidence is required or necessary, some relevant evidence) provided to support the solution; minor reservations or weakness in a few areas of the solution in

		<p>respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.</p> <p>Medium, acceptable risk solution to the contracting authority.</p>
4	Fully satisfactory /very good response (fully compliant with requirements).	<p>Submission sets out a robust solution that fully addresses and meets the requirements, with full details (and, where evidence is required or necessary, full and relevant evidence) provided to support the solution; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.</p> <p>Low/No risk solution for the contracting authority.</p>
5	Outstanding response (fully compliant, with some areas offering added value)	<p>Submission sets out a robust solution (as for a 4 score – above) and, in addition, provides or proposes additional value in substance and outcomes in a manner acceptable to the contracting authority; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources not only to deliver the requirements, but also offering added value.</p> <p>Low/No risk solution for the contracting authority</p>

APPENDIX 2
SAFEGUARDING PROTOCOLS

(Pan) London Child Protection Procedures and Practice Guidance

Updated: 30th September 2020

Link to the London Child Protection Procedures that should be applied within this contract: <https://www.londoncp.co.uk/index.html>

END OF DOCUMENT