**(0393) Home to Assess North East**

**Bidder Guidance and tender information**

**February 2016**

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# Purpose of Home to Assess

The purpose of this contract is to provide care for individuals in their own home to avoid a hospital admission or following a hospital stay for a period of up to six weeks. During the service period a comprehensive health and social care assessment will be undertaken to determine their on-going care requirements at which point they will be referred to the Home Support Service contract.

This service will accept referrals from 9th March until 31st May 2016, with an option for ECC to extend for up to a further three months.

# Eligibility

The Home to Assess tender is only open to organisations who are registered with CQC to deliver Domiciliary Care Services.

Consortia applications are welcomed. Where organisations are proposing joint delivery, there must be a designated lead applicant who is responsible for ensuring the service agreement terms (which include the specification Appendix A) are adhered to and with whom ECC will be in contract with under this agreement.

# Context of the Contract

The contract will be in two lots:

Lot 1 – Colchester district

Lot 2 – Tendring district

ECC will enter into one agreement for each lot with one Service Provider for the provision of Home to Assess support service for guaranteed hours and additional hours as required on a spot purchase basis as required.

There is no limit to the number of lots a provider can apply for or be awarded.

|  |  |
| --- | --- |
| **Lots** | **Number of guaranteed hours per week \*** |
| Lot 1 – Braintree | 150 |
| Lot 2 – Chelmsford | 150 |

**\*** The guaranteed hours payment will incrementally increase from the commencement date as follows:

Week 1 – 25% of guaranteed hours

Week 2 – 50% of guaranteed hours

Week 3 – 75% of guaranteed hours

Week 4 and onwards - 100% of guaranteed hours

Last referrals to the service will be 31st May 2016 and the contract will expire on the 12th July 2016 therefore permitting the last service users their full 6 weeks period, if required. Unless otherwise extended or terminated in accordance with its terms.

# Requirements of the contract

The requirements of this contract are:

* To be able to mobilise and commence the service from the 14th March 2016.
* To provide a service Monday to Sunday between the hours of 7:00 to 23:00
* Must have the appropriate registration with Care Quality Commission to deliver domiciliary care services.
* Must have staff trained appropriately to deliver the service.

# The Tender Process

Bids should be completed and will only be accepted via the ECC Ariba Portal. Organisations must register on Ariba by following the instructions at this link:

<http://www.essex.gov.uk/Business-Partners/Supplying-Council/Pages/default.aspx>

Applicants will need to download this Guidance document from Ariba. Applicants will need to complete Appendices B and C within the Guidance document and submit via the Ariba portal by attaching the completed document.

All sections within the pre-qualifying questionnaire (Appendix B) and the technical and commercial submission (Appendix C) must be completed and submitted, along with supporting documents, if required, for an application to be considered. There are a number of pre-requisite questions within the Applicant Questionnaire (Appendix B) that must be answered satisfactorily before a full application can be made and considered.

Each application will be scored against the methodology in Appendix D you should review your application to ensure you have fully addressed all the salient points within each question.

**All applications must be submitted via the Ariba portal by 12.00 noon on 3rd March 2016. Late applications will not be considered.**

Each bid must indicate which lots they are bidding for. Providers are permitted to bid for multiple lots.

Successful and unsuccessful bidders will be notified of our intentions and unsuccessful applicants will also receive constructive feedback on their application in due course.

# Evaluation criteria

ECC will award the contracts on the basis of the most economically advantageous tender. In the event that there is a tie and the overall bidder scores are equal then the contract will be awarded to the provider with the higher score in the technical questions section.

The ITT questions have been structured as follows:

Appendix B – Pre-Qualifying Questions

Appendix C –Technical Questions and Commercial submission

Appendix B offers a series of pre-qualification questions that will be scored on a pass/fail basis and Appendix C will be evaluated on the basis of 30% Technical Questions and 70% commercial Response. Each lot will be scored individually in this basis.

ECC will award a contract to the Provider(s) who has passed all of the qualifying questions and highest combined Technical and Commercial Response score of the technical questions

There are no restrictions on the number of lots a provider can apply for or be awarded.

Applications will be evaluated by a panel consisting of subject matter experts within Essex County Council. We will ensure representatives have no conflict of interest amongst any of the panel members involved.

Please refer to the evaluation criteria (within each question in appendix C) and ensure you have addressed all the pertinent points. Bids must achieve a minimum threshold score of 2 for each of the criteria. If your bid does not meet the minimum threshold for any of the criterion it will be deselected*.*

# Tender Timetable

|  |  |
| --- | --- |
| ***Stage*** | ***Date*** |
| Home to Assess guidance released and Ariba opened for applications | 25th February 2016 |
| Clarification Question Deadline | 1st March 2016 5:00 pm |
| Application deadline | 3rd March 2016 12:00 noon |
| Period of evaluation | 4th – 8th March 2016 |
| Successful and unsuccessful applicants notified by letter | 9th March 2016 |
| Service commence | 14th March 2016 |

**The above dates are set as a guide and may change during the procurement process.**

# Contact Details

Comments and queries about the bidding process should be directed through the Ariba Event Message Board via the ‘Compose Message’ button within the Event.

For support with using Ariba, please phone 0800 358 3556.

We will endeavour to respond to your query within 2 working days and will publish all correspondence on Ariba.

# Appendix A – Contract Documentation

# Appendix B – Pre-Qualifying Questions

Applicants are required to fully complete this questionnaire. If this is not fully completed ECC reserves the right to give no further consideration to the application.

|  |  |  |
| --- | --- | --- |
| **Organisation Name:** |  | |
| **1  Instructions and Key Documents** | | |
| ***Evaluation Criteria:*** *Yes = Pass, No = Fail* | | |
| **1.1** Before continuing please read the attached guidance documents regarding the nature and scope of this requirement and how your application will be evaluated.  Please confirm that you have read and understood this documentation. | | **Yes**  **No**  Please check the relevant box |
| **1.2** Please confirm that you have read, understood and accept the Specification contained in the guidance document. | | **Yes**  **No**  Please check the relevant box |
| **2  Organisation Information** | | |
| ***For Information Only*** | | |
| **2.1** Does your organisation trade under any other name than your registered name? (Example ABC Limited trading as Alphabet Care home. If not leave blank) | | **Yes**  **No**  Please check the relevant box |
| **2.2** Please give a brief overview of your organisation. (Please include the services you offer and the geographical area you cover within the overview) | |  |
| **3  Ownership Information** | | |
| ***For Information Only*** | | |
| **3.1** What is the legal status of your organisation? | |  |
| **3.2** What is your company/charity registration number? | |  |
| **3.3**  Registration Body | |  |
| **3.4** Is your organisation a subsidiary of another company? | | **Yes**  **No**  Please check the relevant box |
| **3.5** Enter the name and Company number of the parent organisation? | |  |
| **4  Organisational Status** | | |
| ***For Information Only*** | | |
| **4.1** If you are a registered charity, please attach a copy of your organisation's constitution statement. | |  |
| **4.2** Please provide details of your organisation's group structure including percentage shareholding for each ultimate holding organisation. (if this applies). | |  |
| **4.3** Please provide the address of the office from which the contract for work in the county of Essex would be controlled. (Please list all if more than one.) | |  |
| **4.4** How many staff does your organisation employ relevant to the delivery of this service. | |  |
| **5  Insurances** | | |
| ***Evaluation Criteria:*** *Yes = Pass, No = Fail* | | |
| **5.1**  Do you have Employer's Liability Insurance in place to a value of £10M | | **Yes**  **No**  Please check the relevant box |
| **5.2**  Do you have Public Liability Insurance in place for a minimum level of £10M | | **Yes**  **No**  Please check the relevant box |
| **6  Freedom of Information** | | |
| ***For Information Only*** | | |
| **6.1** Applicants are asked to read and complete the embedded Freedom of Information table as part of their submission if they consider that their submission contains confidential information. | |  |
| **7.2**  Having read and understood the implications of the Freedom of Information Act please select the statement that applies to you (please check relevant box) | | **Yes**; form completed and attached  **N/A**; nothing confidential  Please check the relevant box |
| **7  Policies** | | |
| ***Evaluation Criteria:*** *Yes = Pass, No = Fail* | | |
| **7.1** Please confirm your organisation has a policy covering the Safeguarding of Vulnerable Adults. | | **Yes**  **No**  Please check the relevant box |
| **7.2** Please confirm that you will ensure that the level of safeguarding applied at each intervention and throughout the delivery of the service is compliant with Essex County Council's safeguarding policy (embedded here)? | | **Yes**  **No**  Please check the relevant box |
| **7.3** Please confirm your organisation has a policy covering the Mental Capacity Act. | | **Yes**  **No**  Please check the relevant box |
| **7.4** Please confirm your organisation has a policy covering Deprivation of Liberty Safeguards. | | **Yes**  **No**  Please check the relevant box |
| **7.5** Please confirm your organisation has a policy covering the administration of medication. | | **Yes**  **No**  Please check the relevant box |
| **7.6** Please confirm your organisation has a policy covering how staff support Service Users with their finances. | | **Yes**  **No**  Please check the relevant box |
| **7.7** Please confirm that your organisation is compliant with the relevant duties within the Equalities Act 2010 together with other current as well as amending discrimination legislation and guidance. | | **Yes**  **No**  Please check the relevant box |
| **7.8** Please confirm that your organisation has a Health and Safety policy that is compliant with relevant legislation and takes into account the safety of working environments and safe working practice for your staff (including volunteers) and people accessing the project. | | **Yes**  **No**  Please check the relevant box |
| **7.9** Is your service registered with CQC to be able to deliver this service? | | **Yes**  **No**  Please check the relevant box |
| **7.10** Please confirm your organisation has a business continuity plan covering how business will continue in a variety of possible situations e.g. fire, flood, flu pandemic, bad weather. | | **Yes**  **No**  Please check the relevant box |
| **7.11** Does your organisation have a risk management strategy/ policy? | | **Yes**  **No**  Please check the relevant box |
| **7.12** Please confirm all employees delivering this service will be DBS checked. | | **Yes**  **No**  Please check the relevant box |
| **8  Previous ECC Contract** | | |
| ***Evaluation Criteria:*** *Yes = Pass, No = Fail* | | |
| **8.1** Please confirm whether your organisation already has a contract with ECC or whether you have undergone and completed the on-boarding process. | | **Yes**  **No**  Please check the relevant box |

# Appendix C – Technical Questions and Commercial submission

# 

Please complete all sections of this application remembering there is a total word count of 500 for each question. You should type in **12 pt Arial font** only.

The score for each question will be solely based upon the response to each individual question. There will be no cross reference to other questions if subjects overlap.

Please refer to the evaluation criteria (within each question) and ensure you have addressed all the pertinent reference points within each question. Bids must achieve the minimum threshold score of 2 for each question. If your bid does not meet the minimum threshold for any one of the criterion it will be deselected*.*

Please select the lots you will be bidding for:

Lot 1 – Colchester

Lot 2 – Tendring

|  |  |  |  |
| --- | --- | --- | --- |
| **Organisation Name:** |  | | |
| **Question 1:** CQC inspection score:  Please complete the attached CQC score spreadsheet  **Evaluation criteria**  Please see the attached spreadsheet for the evaluation criteria | | |  |
| **Question 2**: Please detail your implementation plan and how you will mobilise and commence the service within the required timeframe.  Points your bid will be evaluated against are:   * Robust detailed implementation plan with timescales * Recruitment and training requirements * Assurance that implementation will not affect delivery of existing services provided to ECC * Confirmation will be ready to start from **14th March 2016**.   Your response should be no more than 500 words | | | |
|  | | | |
| **Question 3**: Please detail your experience in delivering this type of service and working in partnership with health and social care professional.  You should clearly outline how your organisation will achieve the following:   * Demonstrates their experience of working in partnership with Health * Demonstrates their experience of working in partnership with Adult Social Care * Key outcomes achieved through similar schemes delivered in other areas * Understanding of the challenges facing North East Essex * Understanding of the North East Essex locality, health and care partners, and voluntary sector organisations   Your response should be no more than 500 words | | | |
|  | | | |
| **Commercial Section**: Please provide the hourly rate to deliver this service. The hourly rate will be paid for all block and any additional spot purchased hours.  The rates stated in this commercial section constitute the only reimbursement and profit to the company for providing the service which are the subject of this agreement. The rate is deemed to cover all costs, expenses and profit incurred directly or indirectly by the Supplier in providing the services.  All rates quoted in this section must be in pounds sterling and exclusive of VAT.  Evaluation Criteria  The lowest priced tender will score 70%. All other tenders will receive a percentage based on the lowest priced tender. The formula used is as follows:  **(Lowest hourly rate / Bidder hourly rate) x 70% = Commercial Response score** | | | |
| **Price per hour:** | | £ | |

# Appendix D – Evaluation Methodology

**Scoring methodology for technical question**

**Please note:** Bids must achieve the minimum threshold score of 2 for each question. Any bid scoring 1 or 0 in any question will fail the process.

|  |  |
| --- | --- |
| **Range of score** | **Description** |
| 0 | Non-compliant, fails to satisfy specified requirements |
| 1 | Marginally adequate, does not satisfy all requirements, successful completion uncertain, concerns regarding competence or capacity and ability to successfully fulfil the contract requirements. |
| 2 | Acceptable and mainly compliant, generally meets the requirements except for minor aspects and shortcomings, successful completion likely. |
| **3** | **Satisfies all requirements, average, acceptable and compliant; successful completion highly probable, no shortcomings apparent** |
| 4 | Very good, negligible risk of failure; satisfies the selection criteria in all respects. Highly competent and above average |
| 5 | Superior, beyond expectations; offers an excellent level of performance which exceeds notional requirements; represents industry best practice. |

**Commercial scoring methodology for pricing**

The lowest price submitted for each will be awarded the maximum price score available for that element of the pricing. Thereafter a percentage score will be awarded to the remaining bidders using the following formulas:

|  |  |  |
| --- | --- | --- |
| Lowest Price | x 70% | = Commercial Score |
| Your price |

**Response Weightings**

|  |  |
| --- | --- |
| **Question** | **Percentage** |
| 1 | 10% |
| 2 | 10% |
| 3 | 10% |
| Commercial (Price) | 70% |

Each lot applied for will be scored individually

Commercial score will be combined with the quality score and the highest scoring bidder will be awarded the contract. Each lot will be assessed separately.

# Appendix E – Award Methodology

No

Application Fails

Minimum Score met

Application sent to evaluation panels

Application scored against Evaluation Criteria

Evaluation panel meet for moderation

Application submitted before deadline

Application meets minimum requirements

Application ranked in accordance with weightings

No

Application Fails

No

Application Fails

Applicants informed of outcome

Contract Awarded

Yes

Yes

Yes