



4<sup>th</sup> October 2017

Dear Sir / Madam,

Contract Title: Counselling Services

Tender Reference: SHL / 2017 / CS

Stockport Homes (SHL) invites you to submit a tender in accordance with the attached tender documentation consisting of the following:

Tender Documentation	Section title
Part 1	Invitation to Tender
Part 2	Conditions of Tender
Part 3	Conditions of Contract
Part 4	Background to Stockport Homes
Part 5	Specification
Part 6	Tender Response Document
Part 7	Form of Tender
Part 8	Form for Non-Canvassing
Appendix number	Title of Appendix
1	Terms and Conditions
2	Supplier Response Questionnaire
3	Stockport Homes Safeguarding Policy

All Tenders must be submitted in accordance with the instructions and requirements set out in the Tender documentation. Failure to comply with these instructions will result in your Tender being rejected.

The appointment will be for an initial period of 3 years from the date of award of the Contract, subject to satisfactory performance, with a possible one year extension on agreement between the parties, followed by one further year extension on agreement between the parties.

The closing date for return of Tenders is 9<sup>th</sup> November 2017 at 12pm. Tenders should be returned to: Tanya King by email (please see details underneath). **Under no circumstances will late Tenders be considered.** You will receive email confirmation that your tender has been received.

All tenders, requests for clarification or questions relating to the tender process should be communicated to:

Tanya King

[Tanya.king@stockporthomes.org](mailto:Tanya.king@stockporthomes.org)

If you are shortlisted for an interview, you will be contacted by SHL by 23<sup>rd</sup> November 2017. Please note that interviews will be held on 28<sup>th</sup> November 2017.

SHL is not obliged to accept the lowest or any Tender.

Yours sincerely

Tanya King



Proud to be part of SHG

TENDER DOCUMENTATION

TENDER FOR THE SUPPLY OF  
COUNSELLING SERVICES

TENDER REFERENCE NUMBER: SHL / 2017 / CS

CLOSING DATE FOR SUBMISSION OF TENDER APPLICATIONS

9<sup>th</sup> November 2017 at 12pm

## **Contents**

PART 1 – Invitation to Tender

PART 2 – Conditions of Tender

PART 3 – Conditions of Contract

PART 4 – Background to Stockport Homes

PART 5 – Specification

PART 6 – Tender Response Questionnaire

PART 7 – Form of offer

Certificate Against Canvasing

## APPENDICES

APPENDIX 1 – Terms and Conditions

APPENDIX 2 – Tender Response Questionnaire

APPENDIX 3 – Stockport Homes Safeguarding Policy

## PART 1 – INVITATION TO TENDER

- 1.1 Tenderers are advised to read this Invitation to Tender and all supporting documentation very carefully to ensure they are familiar with the nature and extent of the obligations to be accepted by them if their tender is successful.
- 1.2 SHL does not bind themselves to accept any offer and receives the right to cancel the procurement process at any time.
- 1.3 SHL will not be responsible for, or pay any expenses incurred by the Tenderer in preparation of this tender.
- 1.4 Where tenders are submitted as part of a collaborative bid – the Tender Response Questionnaire should be completed by the main organisation with details of others involved listed within the Questionnaire.
- 1.5 Any apparent ambiguities, errors, or omissions in the tender documents should be notified to SHL's Procurement Officer without delay; please mark emails F.A.O The Procurement Officer and send to [procurementshl@stockporthomes.org](mailto:procurementshl@stockporthomes.org)
- 1.6 It is the sole responsibility of the Tenderer to ensure their tender is received in time, and to register for any relevant procurement portals in advance. **Tenders received after the closing date will not be accepted.**
- 1.7 Completed tenders are to be returned by email to [tanya.king@stockporthomes.org](mailto:tanya.king@stockporthomes.org). Tenders submitted by other means will not be accepted.
- 1.8 Clarification questions relating to this tender must be emailed to [tanya.king@stockporthomes.org](mailto:tanya.king@stockporthomes.org) The deadline for receipt of clarification questions is 7 calendar days before the tender return deadline. Responses given to clarification questions will be shared with all tenderers, unless you expressly require it to be kept confidential at the time the request is made. Should SHL decide the contents of the request are not confidential you will be given the opportunity to withdraw your clarification request.
- 1.9 All submissions must be in the English Language and priced in Sterling, exclusive of VAT.
- 1.10 The deadline for the return of completed tenders is 9<sup>th</sup> November 2017 at 12pm.
- 1.11 Tenders must be accompanied by:
  - A signed form of offer
  - A signed Non Canvassing Form
  - A signed completed Tender Response Questionnaire

## **PART 2 – CONDITIONS OF TENDER**

### **Period of Validity**

2.1 The tender shall be open to acceptance by SHL for a period of six months from the latest date for receipt of Tenders.

### **Confidentiality**

- 2.2 Tenderers must treat the tender documents and all details contained within, as private and confidential.
- 2.3 This invitation and its accompanying documents shall remain the property of SHL and must be returned on demand.

### **Freedom of Information Act 2000 (FOIA)**

- 2.4 SHL is subject to the Freedom of Information Act 2000 (FOIA) and the Environmental Information Regulations 2004 (EIR).
- 2.5 As part of SHL's obligations under FOIA and / or EIR, it may be required to disclose information concerning the procurement process or the contract to anyone who makes a reasonable and valid request.
- 2.6 If tenderers consider that any of the information provided in their tender is commercially sensitive (meaning it could reasonably cause prejudice to the organisation if disclosed to a third party) then it should be clearly marked as "not for disclosure to third parties" together with valid reasons in support of the information being exempt from disclosure under FOIA and / or EIR.
- 2.7 Should an information request be received, SHL will endeavour to consult with tenderers and have regard to comments and any objections before it releases any information to a third party under FOIA and / or EIR. However, SHL shall be entitled to determine in its absolute discretion whether any information is exempt from disclosure, or if it is to be disclosed in response to a request for information.
- 2.8 SHL will make its decision on disclosure in accordance with the provisions of FOIA and / or EIR and can only withhold information if it is covered by an exemption from disclosure under FOIA and or EIR.
- 2.9 SHL will not be held liable for any loss or prejudice caused by disclosure of information that:
- Has not clearly been marked as "not for disclosure to third parties" along with supporting reasons or
  - Does not fall into a category of information that is exempt from disclosure under FOIA and / or EIR or
  - In cases where there is no absolute statutory duty to withhold information, then notwithstanding the previous clauses, in circumstances where it is in the public interest to disclose any such information.

## **Insurance**

2.10 The successful Tenderer(s) must hold as a minimum the following insurances, throughout the duration of the contract period:

Product Liability - £5 million

Professional Indemnity Insurance - £10 million

Public liability - £5 million

Employer's Liability Insurance - £10 million

## **Assumptions**

2.11 Tenderers must not make assumptions that SHL has experience of their organisation or their service provision even if on a current or previous contract. Tenders will only be evaluated on their information provided in their response.

## **Contract Monitoring, Performance Indicators and Key Performance Indicators (KPIs)**

2.12 SHL is committed to helping improve the efficiency of contracted suppliers through sharing information on performance measurement. The final criteria for measuring performance shall be agreed with the successful supplier and formally documented.

## **Payment Terms**

2.13 The contract will be awarded on a 'payment by results' model. The core contract value is £40,000 per annum with the opportunity to secure an additional £10,000 per annum based on performance under a payment by results framework if the terms laid out in the contract are met (see section 5.3 below for details). A penalty of £5,000 will be applied if the provider fails to deliver on the baseline performance measures laid out in the contract. from the contract per annum if the conditions within the contract are not met.

2.14 Payments will be made as follows:

- £35,000 at the start of each year.
- £5,000 at the end of each year should the provider met the core requirements set out in the contract for number of students and number of service users through the service.
- £5,000 at the end of each year if the additional number of students laid out in 5.3 below work with service users as part of the contract throughout the year.
- £5,000 at the end of each year if the additional number of service users are supported as laid out in 5.3 below within the year.

## **Quantities Stated**

2.15 Tenderers should note that where quantities are given in this specification they are estimates only and are not binding on SHL.

## **Award Criteria**

- 2.16 The Contract shall be awarded on the basis of the most economically advantageous tender (MEAT), using the criteria as outlined in the attached specification (100% quality scoring).
- 2.17 SHL is not bound to accept any offer.
- 2.18 The successful offer including any post tender clarification, together with SHL's written acceptance, and the tenderer's acceptance of SHL's standard Terms and Conditions will form a binding contract between SHL and the successful tenderer.

## **Interviews**

- 2.19 Interviews may be conducted to gain understanding and clarification of tenders. It is not envisaged that every tenderer will, necessarily, be invited to interview. Those tenders invited to attend interview will be invited on the basis of an appraisal of the preliminary marking of the tender quality submissions. The procedure for interviews will be advised when required.

## **Tender Assessment**

- 2.20 Tenders will be assessed by an Assessment Panel consisting of relevantly experienced members of SHL staff. Members of the Assessment Panel will independently award marks for each of the tender responses provided, based against an award criteria. Members of the Assessment Panel will then meet to award an overall score for each of the tenders.

Details of the final overall scores given for each of the areas assessed will be fully recorded and will be communicated to tenderers before the award of the contract.

## **TUPE (Transfer of Undertakings (Protection of Employment) Regulations 1981.**

- 2.21 Tenderers attention is drawn to TUPE requirements. TUPE may apply to the transfer of the contract from the present provider to the new one, giving the present provider's staff the right to transfer to the employment of the successful tenderer on the same terms and conditions.
- 2.22 Tenderers must be prepared to accept all liabilities that may arise as a consequence of the application of TUPE, and should seek independent professional advice on the effect of TUPE.

## **Social Value**

- 2.23 We are committed to acting in a socially responsible way, and will seek to influence our contractors and partners to do the same. In accordance with the Social Value Act 2012, we will consider how the services we commission and procure might improve the economic, social and environmental wellbeing of the area. This will ensure that we are directing our purchasing power towards transforming people's lives and improving local communities wherever possible. As part of the review of this contract we will seek to understand more the social value contributed.

## **Living Wage**

- 2.24 SHL is a Living Wage employer, which means we are committed to paying all our staff the Living Wage. SHL encourages its suppliers to pay their own direct employees the Living Wage.

## **Modern Slavery Act**

- 2.25 The Modern Slavery Act 2015 aims to eradicate Modern Slavery, including human trafficking, child labour, forced labour and servitude. SHL supports the principal of the act in eradicating modern slavery and seeks assurance from suppliers of their commitment to the Act.

## **Canvassing**

- 2.26 Any tenderer who directly or indirectly canvasses any Member of SHL concerning the award of the contract is likely to be disqualified.

## **PART 3 – Conditions of Contract**

### **Stockport Homes Standard Terms and Conditions**

- 3.1 These conditions of contract shall be read in conjunction with the standard Terms and Conditions of SHL; these are attached at Appendix 1. The terms and conditions and the requirements within the specification, together with the successful tenderers response shall form the basis of the contract between SHL and the successful tenderer.

### **Period of Contract**

- 3.2 It is anticipated that this contract shall commence on 1<sup>st</sup> April 2018 and run for a period of 3 years with a potential extension period of 1 year by agreement of both parties with a further possible 1 year extension by agreement of both parties.

### **Contract Management**

- 3.3 The Contract Manager for this contract is Tanya King.
- 3.4 The successful Tenderer shall provide SHL with a designated point of contact for the duration of the contract. The designated contact shall be responsible for the execution and management of this contract and will liaise with SHL as required.

### **Contract Performance Review**

- 3.5 The contract performance will be reviewed regularly, at a frequency set by SHL. This is likely to be more frequent in the first months of delivery of the services. Successful tenderers are therefore required to ensure their full co-operation with SHL.

### **Financial Management – Orders and Payment**

- 3.6 SHL shall pay correctly addressed and undisputed invoices within 30 days in accordance with the standard Terms and Conditions of the contract.
- 3.7 Invoices are to be sent to Jackie Spooner at [Jackie.spooner@stockporthomes.org](mailto:Jackie.spooner@stockporthomes.org) or Jackie Spooner, Stockport Homes, Cornerstone, 2 Edward Street, Stockport, SK1 3NQ.

### **Subcontractors / Suppliers**

- 3.7 SHL will consider tenders where subcontractors are used or where some of the services required in this ITT are provided in consortium or shared services arrangements. Where the Tenderer proposes to use one or more sub-contractors to deliver some or all of the contract requirements your response to the relevant section in the Tender Response Documents should provide details of the proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each subcontractor and the key contract deliverables each sub-contractor is responsible for.

### **Non-Compliant / Incomplete Tenders**

- 3.8 Tenders may be rejected if the complete information called for is not given at the time of tendering or if the tender submission fails to comply with the format and presentation as instructed in this ITT document.

### **Acceptance of Tender Submissions and standstill period**

3.9 SHL will in accordance with Regulation 86 of the Public Contracts Regulations observe a 10 day “standstill” period between the intention to award a contract and entering into a contract with the successful supplier. At the start of the period each tenderer who has submitted a tender will be sent a letter stating:

- the criteria for the award of the contract
- the reasons for the decision including
- the name of the successful supplier
- their score and the score of the successful supplier
- the “characteristics and relative advantages” of the successful tender compared to their tender.

## **PART 4 – BACKGROUND TO STOCKPORT HOMES**

### **4.0 About Stockport Homes**

Stockport Homes was formed in 2005 to manage housing stock across Stockport on behalf of Stockport Council. As a limited company we operate as an ALMO (Arm's Length Management Organisation), so whilst the company is owned by the Council, we operate independently on day to day matters and delivering services to our customers. We currently manage around 11,500 properties across the Borough.

During 2016 we extended our services, through a new trading company "Three Sixty" and a development company "Viaduct", the new companies mark an exciting period of growth for us along with bringing in new staff members and services under the Stockport Homes Group (SHG) umbrella.

### **4.1 The ASPIRE Culture**

The SHG ASPIRE culture makes sure we are delivering the services needed by our customers:

**Ambition:** we have the ambition and courage to challenge, translating this into commercial success and brilliant outcomes for customers.

**Social Responsibility:** We always try to do the right thing; using our role as a service provider, employer and buyer to generate trust, build our communities and empower our people.

**Passion:** we have a passion for what we do, with positive, motivated and enthusiastic staff who enjoy their work.

**Innovation:** we are innovative in everything we do, with the agility, creativity and edge to keep defying expectations and deliver fresh and exciting things.

**Respect:** we treat each other with respect; supporting and inspiring one another and collaborating across teams and partnerships.

**Excellence:** we continually improve how we work; challenging the status quo, learning from what goes well and always being professional.

### **4.2 Mission Statement**

One Team Transforming lives

### **4.3 Aims**

#### **SHG Aims:**

- Be a great place to work
- Be accountable to customers
- Maximise efficiency
- Reduce inequalities
- Build strong collaborative relationships locally, regionally and nationally
- Improve the Environment

**Stockport Homes Aims:**

- Engage customers and communities
- Provide comfortable, affordable homes
- Deliver thriving, safe and sustainable neighbourhoods
- Support the council to meet its aims in Stockport

## PART 5 – SERVICE SPECIFICATION

### 5.1 Executive Summary

Stockport Homes delivers a wide range of services within a variety of different settings to customers. We are seeking to appoint a provider for a service which provides opportunities to counselling students (prioritising those from Stockport), to deliver counselling sessions to customers who are in need, in order to help transform lives. It is proposed that this service will commence on 1<sup>st</sup> April 2018 for a 3 year period, with the opportunity to extend for 1 year by agreement of both parties, with a further opportunity to extend for a further final year by agreement of both parties.

The contract forms part of a ‘payment by results’ model. As such the main contract value for this specification is £40,000 per annum with the opportunity to secure an additional £10,000 per annum depending on set outcomes achieved being met. Likewise if performance falls below set requirements then £5,000 of the core contract value will be withheld.

### 5.2 Current Position

Stockport Homes have since February 2016 contracted TLC: Talk, Listen, Change to deliver a counselling service for customers. TLC employ a service manager who co-ordinates the service for 0.6FTE.

### 5.3 Aims and Objectives

The primary objective of this service is to offer a range of counselling opportunities to customers in a seamless and co-ordinated manner to those who require them whilst also providing placement opportunities for students who are undertaking counselling courses to train and learn at different levels. Ideally those students either living or working in Stockport will initially be prioritised.

The service will offer an early and accessible route into a range of low level therapeutic interventions for a minimum of 240 Stockport Homes customers and six students per annum. Where customers require further intervention referrals will be completed to other services with their consent. Should the provider fail to support 240 Stockport Homes customers and / or utilise a minimum of six new students per annum a penalty of £5,000 will be applied and not paid at the end of the financial year.

An additional £5,000 will be awarded on top of the contract price where the provider supports a minimum of 270 Stockport Homes customers with an additional payment of £5,000 awarded per annum should the provider utilise a minimum of 8 students per annum. The maximum value of this contract will not exceed £50,000.

Number of new customers receiving a service per annum	Number of new students recruited per annum	Core contract value (£40,000) awarded?	Any bonus payment awarded
Less than 240	Less than 6	No – will only receive £35,000	No
240	6	Yes	No
240-269	6-7	Yes	No
270+	Minimum 6	Yes	Yes - £5,000
Minimum 240	8+	Yes	Yes - £5,000

Customers will not be expected to travel disproportionate distances in order to access support, therefore a range of suitable venues will need to be accessed (with the assistance of Stockport Homes where necessary).

The service will aim to work with a broad range of service users who may be experiencing one or more of the following characteristics:

- Ex-offenders
- Armed forces personnel
- Old age
- Severe debt problems
- Homelessness and housing related issues
- Addiction
- Mental health problems
- Literacy and / or numeracy problems
- Physical health problems
- Family problems e.g. relationship breakdown / domestic abuse / bereavement.

Is it expected that the service will undertake to make initial contact with customers referred within 3 working days.

### **5.3 Critical Issues**

The commencement date of this contract is 1<sup>st</sup> April 2018. The service will deliver low level therapeutic interventions for a minimum of 240 Stockport Homes' customers per annum, using a minimum of six counselling students per annum. It is required that counselling students living in or studying in Stockport will be initially prioritised for placement offers.

### **5.4 Safeguarding Policy**

Stockport Homes is committed to supporting and working in partnership with Stockport Safeguarding Children Board (SSCB) and Stockport Safeguarding Adults Board (SSAB) and other partner agencies to ensure the safeguarding of children and adults at risk who also access Stockport Homes' services.

It is the duty and responsibility of **all** employees and contractors to report any concerns about harm to vulnerable children and adults to their line manager and to escalate to Stockport Council and other agencies as appropriate as set out in SSCB and SSAB policy and procedure.

The successful tenderer and all students taken on must comply with the requirements of Stockport Homes' Safeguarding Policy – a copy of which is attached with this ITT.

### **5.5 Specification**

The primary objective of this service is to offer a range of counselling opportunities to Stockport Homes<sup>1</sup> customers who require them whilst also providing placement opportunities for students who

---

<sup>1</sup> For the purposes of this contract Stockport Homes customers shall be determined as tenants / leaseholders and their families and residents within our temporary accommodation schemes. In some instances customers receiving a service from one of our additional services e.g. Private Sector Team may be accepted – these should be discussed on a case by case basis with the contract lead.

are undertaking counselling courses to train and learn at different levels. Ideally those students either living or working in Stockport will initially be prioritised.

The provider is required to provide the following as part of the contract delivery:

- The successful provider will provide a named contact from within the organisation as the lead for the contract, regardless of whether the contract is delivered by one organisation or via a collaborative arrangement. Where that person is on leave, Stockport Homes will be provided with a named contact replacement who will take on responsibility for the management of the service.
- Monthly update reports will be provided to Stockport Homes including statistical information such as but not limited to referral data, appointment data, service update, number of students etc. Reports will also include case studies on a quarterly basis. An annual report at the end of each year for the duration of the contract will be provided this will include details of outcomes achieved for customers referred.
- A minimum of 240 Stockport Homes customers will be supported via the counselling service each year. A minimum of 6 counselling students will be recruited to support delivery of counselling sessions each year – they should be recruited from a range of further education establishments across Greater Manchester who are studying at different levels of courses (e.g. certificate, diploma, degree and masters) in order for a range of different counselling services to be offered to customers. Ideally counselling students living or studying in Stockport will be initially prioritised for placements.
- The provider will ensure that counselling sessions will be delivered on a 121 basis and should not be limited to 6 where more are required, however a clear exit strategy should be in place.
- Sessions / services offered will need to be wide ranging for example peer support, relationship counselling, trauma counselling, dealing with bereavement and loss, dealing with loneliness, coping with anger etc...
- The provider will seek to establish a range of counselling opportunities across Stockport Homes' services, such as temporary accommodation, older persons services, community and office settings. The provider will proactively engage with these areas and other internal services, as well as external services in order to generate sufficient referrals as part of this contract.
- The provider will undertake to ensure appropriate referral mechanisms are established into alternative therapies / services for customers who are deemed unsuitable for the service whether statutory or otherwise for example those with a mental health diagnosis of a serious / enduring nature or who have experienced suicidal ideation within the past 6 months. Suitability for sessions will be understood from the course requirements and the provider will ensure referral mechanisms support this. The provider will identify alternative free provision within Stockport and aim to link customers appropriately.
- The provider will provide line management support for all students on placement, including clinical supervision in line with British Association of Counselling and Psychotherapy (BACP) on a monthly basis.
- The provider will ensure that staff and students associated with the contract receive suitable training and have the competence to carry out the tasks in accordance with this specification.

## **Performance Management**

- The Parties will agree the performance data and information to be provided on a quarterly basis, or as otherwise stated, as detailed below:
- The Provider will meet with representatives of the Purchaser to evaluate the Service on a quarterly basis following submission of agreed data against the outcomes required. At the start of the contract it is required that the Parties will meet on a more frequent basis.
- Overall the Provider will:
  - Provide 1 case study per quarter
  - Provide data and demographic information relating to service users accessing the service and as stated below
  - Consult service users and students, and others helped by the service on their views of the Service
  - Engage and provide evidence on where Service Users and Stakeholders have influenced and assisted in the development of the Service, detailing how and where changes have been made as a result of their involvement.
  - Provide monthly and quarterly data updates
  - Provide an annual report at the end of each year covering overall outcomes.

## **Methods of measurement**

The service will be monitored by:

- Service Performance Data
- Consultation with Service Users, Students and Stakeholders
- Contract performance meetings

## **Consultation with service users, students and stakeholders**

Consultation with service users, students and stakeholders will be an ongoing process and will form part of the performance monitoring.

## **Questions:**

- 1) Confirm you can deliver the set specification within budget, taking into account the 'payment by results' model. PASS / FAIL
- 2) Please describe your organisation/s and its experience of providing similar services 10%
- 3) A method statement outlining how the proposed specifications will be met 15%
- 4) How you propose to engage the key stakeholders and generate referrals (please reference both student engagement and customer engagement) 10%
- 5) Explain your experience / track record of working with the types of service users listed within the specification (see 5.3) 10%
- 6) How you will avoid non-engagement by service users 10%
- 7) Describe your experience of training and utilising students as part of your service delivery 10%
- 8) What outcomes you will set to measure change within individuals 10%
- 9) Added value – please outline services you are currently delivering which we could utilise as part of the service 10%
- 10) An outline of any risk management 10%

- 11) Confirm you have accreditation of British Association of Counselling and Psychotherapy (BACP) PASS / FAIL
- 12) Details of other relevant qualifications / awards held by the organisation linked to this contract 5%
- 13) Details of other organisations who will also be involved in delivering this contract as part of your submission.
- 14) Details of two referees who would be able to confirm your ability to deliver this contract. These will only be followed up with the successful supplier.

## PART 6- TENDER RESPONSE DOCUMENT

### 6.1 Checklist for Tenderers

Failure to provide all of the items in the checklist may cause your tender to be non-compliant and not considered.

ITEM	INCLUDED IN TENDER?
Completed Tender Response Questionnaire	
Completed and signed Form of Tender	
Completed and Signed form of Non Canvassing	
Documentation as requested	

- 6.2 Tenderers must ensure that their tender response is submitted in the format prescribed within the Tender Response Questionnaire. Attachments should only be enclosed where requested. Unnecessary attachments will not be read and therefore not scored.
- 6.3 Should you include attachments (where requested) in support of your response, they should be referenced with the name of your organisation and cross referenced with the relevant section number. Attachments which are not suitably labelled or indexed or which exceed the word limit (where one is imposed) will not be read and therefore not scored.

### 6.4 EVALUATION AND AWARD CRITERIA

Set out below is the weighted evaluation for SHL's Requirements

Criteria / Questions	Weighting
Price	PASS / FAIL
Quality Questions	100%
Total	100%

The Criteria / Questions Weighting is broken down as follows:

Section	Assessment
Supplier Information	Not scored
Mandatory Exclusions	PASS/ FAIL
Discretionary Exclusions	PASS / FAIL
Insurance	PASS / FAIL
Pricing Schedule	PASS / FAIL
Quality Questions (see below)	100%
Confirm you can deliver the set specification within budget, taking into account the 'payment by results' model.	PASS / FAIL
Please describe your organisation/s and its experience of providing similar services	10%
A method statement outlining how the proposed specifications will be met	15%
How you propose to engage the key stakeholders and generate referrals (please reference both student engagement and customer engagement)	10%
Explain your experience / track record of working with the types of service users listed within the	10%

specification (see 5.3)	
How you will avoid non-engagement by service users	10%
Describe your experience of training and utilising students as part of your service delivery	10%
What outcomes you will set to measure change within individuals	10%
Added value – please outline services you are currently delivering which we could utilise as part of the service	10%
An outline of any risk management	10%
Confirm you have accreditation of British Association of Counselling and Psychotherapy (BACP)	PASS / FAIL
Details of other relevant qualifications / awards held by the organisation linked to this contract	5%
Presentations / Interviews	To be advised as appropriate
Form of Tender and acceptance of terms and conditions	PASS / FAIL

Where sections are scored, the following methodology will apply to each of the questions asked:

Assessment	Detail	Score
Excellent	Excels in meeting the criteria	5
Good	Meets the criteria	4
Satisfactory	Meets the criteria in most aspects, fails in some	3
Poor	Fails to meet the criteria in most aspects meets it in some	2
Unsatisfactory	Significantly fails to meet the criteria	1
Not to be considered	Completely fails to meet the criteria	0

#### Price Evaluation Process:

Stockport Homes has £40,000 to award as standard for this contract per annum – the provider will have discretion as to how this money is spent in order to deliver against the contract.

This contract involves an element of ‘payment by results’:

- The provider will be able to secure up to an additional £10,000 per annum if outcomes reach / exceed set standards;
- The provider will forfeit £5,000 of the contract price should performance fall below set standards.

#### 6.5 Supplier Questionnaire (Appendix 2)

PLEASE COMPLETE THIS QUESTIONNAIRE AFTER THOROUGHLY READING ALL DOCUMENTATION

**PART 7 – FORM OF TENDER**

Please sign and return this form with your completed Tender



TO: STOCKPORT HOMES LIMITED ("SHL")

I/We .....carrying on business at

..... (registered office) hereby Tender and undertake to execute and complete all the services required to be performed in accordance with the terms and conditions of the Contract for the provision of Counselling Services for SHL.

I/We agree that this Tender shall remain open to be accepted or not by SHL and shall not be withdrawn for a period of six months from the latest date for receipt of Tenders.

I/We further undertake to execute a contract in the form of Appendix 1 – SHL’s Standard Terms and Conditions, and further undertake if required to provide a Guarantee by our Holding Company as required.

Unless and until a formal agreement is prepared and executed, this tender together with your acceptance thereof in writing, shall not constitute a binding Contract between us.

I/we understand that you are not bound to accept the lowest or any Tender you may receive.

Signed

Name \_\_\_\_\_

Date \_\_\_\_\_

Title \_\_\_\_\_

Tenderer’s Signature by duly authorised person(s) on behalf of the Tenderer.

\_\_\_\_\_ (Print name of signatory in full)

Name or title of Tenderer

**PART 8 – CERTIFICATE OF NON CANVASSING**

Please sign and return this form with the Tender



**CERTIFICATE AS TO CANVASSING**

TO: STOCKPORT HOMES LIMITED (SHL)

I/We hereby certify that I/we have not canvassed or solicited any Member or employee of Stockport Metropolitan Borough Council or SHL in connection with the award of this Tender or any other or proposed Tender for the Service, and that no person employed by me/us or acting on my/our behalf has done any such act.

I/We further hereby undertake that I/we will not in the future canvass or solicit any Member, or employee of SHL in connection with the award of this Tender or any other tender or proposed Tender for the Service, and that no person employed by me/us or acting on my/our behalf will do any such act.

Signed

(1) \_\_\_\_\_ Name \_\_\_\_\_ Title \_\_\_\_\_

On behalf of \_\_\_\_\_

Date \_\_\_\_\_

