

LEARNING DISABILITY DAY OPPORTUNITIES – COMPLEX AND HIGH NEEDS SERVICE METHOD STATEMENT

1 Introduction

Tenderers are required to submit method statements demonstrating how they intend to deliver services if awarded a contract. Responses to the method questions will enable the evaluation panel to assess tenderers against the requirements of the service specification.

Tenderers should provide information which demonstrates and supports their understanding of, and ability to meet the service specifications. **It is vital that responses do not simply replicate or list policies and procedures, but clearly demonstrate how and when these might apply and how they will be utilised in service delivery.**

- 1.1 The Method Statement enables tenderers to submit information for the provision of a Complex and High Needs Service for people with learning disabilities services. Bidders will need to answer all of the questions and complete the pricing schedule.
Failure to complete all required questions and/or the pricing schedule will result in the submission being rejected.
- 1.2 Responses to the Method Statement Quality and Innovation questions must be made using the tender template attached at appendix 1. Responses that are not submitted in the required format or do not answer all required questions will not be considered.

2. Consortia Bids

Consortia bids must also answer the questions listed on the tender submission template, and reproduced at 2.1 below. Whilst the answers to these questions will not form part of the overall evaluation process they will be assessed to determine the consortium's overall ability to deliver services under the contract. As such a failure to satisfactorily answer any of the questions may result in the consortium bid not being accepted for evaluation:

2.1 Consortia Model

- a. What legal form will be taken by the consortia in the delivery of the service.
- b. Explain how the model stated above will work to deliver the service. Within your response please outline the management structure and the responsibilities of each of the consortium members for the delivery of the service within this model.
- c. What do the consortia perceive to be the risks associated with the model of delivery stated in b and how do the consortia propose to manage /mitigate risks to ensure an

effective service delivery. Also state which member(s) of the consortium will be liable for the risks?

- d. Please explain the Consortia’s approach to financial management for the delivery of services.
- e. Please explain how decisions will be made within the Consortia and how this decision will be communicated quickly and effectively through-out the consortia to ensure an effective service delivery.
- f. Please explain what processes are in place to manage the relationships between consortium members.
- g. Please state which member of the consortia will be responsible for contract management and how the process will work.

3. Evaluation

3.1 Evaluation Panels

Tender Evaluation Panels, representing relevant stakeholders, will be convened to evaluate the tender submissions and produce a recommendation to Cabinet of the successful bidder to deliver the day opportunities service of a complex and high needs service for people with learning disabilities in Tower Hamlets.

The panels will score the method statements using the scoring system set out below and will have the discretion to award half points. All stages below will be scored.

Evaluation will comprise of:

- Evaluation of the tender submission;
- Evaluation of the pricing schedule submission.
- Presentation by those providers successful following ITT evaluation

3.2 Evaluation scoring

Each question on the method statement will be scored from 0-5 as follows:

No submission	0 points	Failed to submit a method statement or address question
Very Poor	1 point	A limited response with poor supporting evidence and lacks clarity
Poor	2 points	Answers meet some, but not all of the method statement’s requirements. Lacks convincing evidence and understanding of the requirements.
Acceptable	3 points	Acceptable answer to the method statement. Answers are comprehensive and meet the required standards in all material aspects
Good	4 points	Answer demonstrates a real understanding and gives a detailed method statement
Excellent	5 points	Answers gives greater confidence than “good” and that the method statement provides much more detail, is realistic and achievable and gives greater understanding than that

		of the “good” answer.
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3.3 Word Limits

A strict word limit has been applied to each method statement question, to enable responses to be as concise and relevant as possible. Submissions must be kept to the maximum word limits as detailed at the top of each section. Any information that exceeds the word limits stated will be excluded from evaluation. For the absence of doubt, this means, for example, that if the word limit for a question is 500 words, evaluators will read the first 500 words of the answer and disregard anything beyond that limit. Unless requested, attachments should not be included and they will not be read or considered as part of the evaluation. This includes any policy and procedures that are referenced in the responses unless these have been explicitly requested in the relevant question.

3.4 Award Criteria

Contract award will be based on the most economically advantageous tender, taking into account quality, innovation, and price.

The listed weighted criterion will be considered in selecting shortlisted bidders for final evaluation, based on 45% Quality, 45% Price and 10% innovation.

The Pricing Schedule responses will be used to assess the financial viability of the tenderers service. Scores will be allocated to each tenderer based upon the submitted price shown in the Pricing Schedule.

The total score for each section of the method statement will be weighted by the relevant weighting factor (as shown in the tables below), in accordance with the award criteria, to give a final score. The weighting given to each individual question is shown in Appendix 1.

Shortlisting and final evaluation

Once the ITT evaluation described in 3.4 above is complete, bidders will be ranked on the basis of their combined quality, innovation and price scores.

The three (3) bidders submitting the Most Economically Advantageous Tenders will then be invited to attend a clarification interview to the panel. At this point, the overall evaluation scores for each of these 3 bidders will be adjusted to represent 90% of the final evaluation score for contract award purposes by using the formula: (Evaluation score/10)*9.

The Evaluation Panel will then score each interview using the same 1 to 5 scoring methodology set out in 3.2 above, and this score will be converted to represent a proportion of a maximum of 10% (so 5 points would equal 10%, 4 points 8% and so on).

This presentation score, expressed as a percentage, will then be added to the adjusted evaluation score to provide a final evaluation score for each of the 4 remaining bidders. The Most Economically Advantageous Tender will then be selected for contract award.

Evaluation Sub criteria:

Criterion	Sub criteria	Weighting
Quality,	<ul style="list-style-type: none"> Effective systems to measure quality, performance and 	6%

performance and outcomes	<p>outcomes.</p> <ul style="list-style-type: none"> • Commitment to and systems for ensuring high quality services and continuous improvement. • Demonstrates a commitment to the promotion of fair access and inclusion. 	
Sustainability and deliverability	<ul style="list-style-type: none"> • Appropriate infrastructure and building to be able to deliver services effectively, flexibly and responsively in tower hamlets. • Demonstration of effective training and appropriately qualified staff. • Knowledge of the issues relating to staff transfers. • Appropriate experience in implementing effective strategies for disengagement/ throughput. • Evidence of working with a multi disciplinary approach • Evidence of appropriate building and facilities contained therein to deliver the service 	8%
Community benefit and added value	<ul style="list-style-type: none"> • Demonstration of an ability to deliver sensitive and appropriate services to the diverse communities of the Borough. • Commitment to employment of local people. • Demonstration of how a contribution will be made to the community infrastructure in the Borough linking with local partners and statutory providers to optimise opportunities. • Demonstration of the unique characteristics of the organisation which will add value for users and commissioners. 	10%
Safeguarding	<ul style="list-style-type: none"> • Commitment to ensuring service users are free from physical and emotional abuse, harassment and neglect. 	6%
Specialist knowledge	<ul style="list-style-type: none"> • Demonstration of a commitment to and experience of working in partnership at a local level. • Experience of delivering a day service for complex and high needs in learning disability provision • Demonstration of effective training and appropriately qualified staff. • Understanding and experience of delivering sensitive and appropriate services in relation to specific situations, including: <ul style="list-style-type: none"> ○ Complex disabilities ○ Multiple needs including health needs ○ Challenging behaviour ○ Autism and Aspergers Syndrome • An understanding of how to achieve the outcomes specified in the service specification. 	15%
Innovation	<ul style="list-style-type: none"> • Demonstration of how services will respond to the developing opportunities of the personalisation agenda and deliver increased flexibility and control for service 	10%

	<p>users.</p> <ul style="list-style-type: none"> • Explanation of the service models that will be utilised to enable personalised services to be delivered; what standards will be applied and what changing experiences can service users expect. • Innovation in design and planning service delivery 	
Price	<ul style="list-style-type: none"> • Cost per service including daily rate • Proportion of daily rate attributable to direct staff costs • Proportion of daily rate attributable to service running costs • Building/rent and overhead costs 	45%

1. Core Questions for Consortia Bids:

Consortia bids must also answer the questions listed in the table below. It should be noted that whilst the answers to the questions below will not form part of the overall evaluation process, they will be assessed to determine the consortium's overall ability to deliver services under the contract. These questions have therefore been weighted as pass or fail and as such a failure to satisfactorily answer any of the questions below may result in the consortium bid not being accepted for evaluation.

Please submit your response to all questions below on separate sheets with the question reference number clearly identified on each sheet taking into account the word limit set for each question.

Consortia Model	Word Count	Weighting
What legal form will be taken by the consortia in the delivery of the service?	500 words	Pass or Fail
Explain how the model stated above will work to deliver the service. Within your response please outline the management structure and the responsibilities of each of the consortium members for the delivery of the service within this model.	500 words	Pass or Fail
What do the consortia perceive to be the risks associated with the model of delivery stated in b and how do the consortia propose to manage /mitigate risks to ensure an effective service delivery? Also state which member(s) of the consortium will be liable for the risks?	500 words	Pass or Fail
Please explain the Consortia's approach to financial management for the delivery of services	500 words	Pass or Fail
Please explain how decisions will be made within the Consortia and how this decision will be communicated quickly and effectively through-out the consortia to ensure an effective service delivery.	500 words	Pass or Fail
Please explain what processes are in place to manage the relationships between consortium members.	500 words	Pass or Fail
Please state which member of the consortia will be responsible for contract management and how the process will work.	500 words	Pass or Fail

2. Core Questions for all bids:

a Verification of Information Provided:

- a1 The higher the risk of the procurement, the higher the level of verification is likely to be required. Not all questions require supporting documents up front at this stage. **However, the authority may ask to see these documents at a later stage, so it is advisable you ensure they can be made available upon request.** You may also be asked to clarify your answers or provide more details about certain issues.

c Sub Contracting Arrangements

- c1 Where a sub-contracting approach is proposed, all information requested should be given in respect of the prime contractor. Where sub-contractors will play a significant role in the delivery of the services or products under any ensuing contract, please indicate in a separate annex (by inserting the relevant company/organisation name) the composition of the supply chain, indicating which member of the supply chain will be responsible for the elements of the requirement.

It is recognised that arrangements in relation to sub-contracting may be subject to future change. However, Potential Providers should be aware that where sub-contractors are to play a significant role, any changes to those sub-contracting arrangements may constitute a material change and therefore may affect the ability of the Potential Provider to proceed with the procurement process or to provide the goods and/or services.

d. Consortia Arrangements

- d.1 If the Potential Provider bidding for a requirement is a consortium, the following information must be provided:
- full details of the consortium; and
 - the information sought in this response sheet in respect of each of the consortium's constituent members as part of a single composite response.

Potential Providers should provide details of the actual or proposed percentage shareholding of the constituent members within the consortium in a separate Annex. If a consortium is not proposing to form a corporate entity, full details of alternative proposed arrangements should be provided in the Annex. However, please note the Authority reserves the right to require a successful consortium to form a single legal entity in accordance with regulation 28 of the Public Contracts Regulations 2006.

The Authority recognises that arrangements in relation to consortia may (within limits) be subject to future change. Potential Providers should therefore respond in the light of the arrangements as currently envisaged. Potential Providers are reminded that any future proposed change in relation to consortia must be notified to the Authority so that it can make a further assessment by applying the selection criteria to the new information provided.

- d.2 Where the proposed prime bidders are a special purpose vehicle or holding company, the information should be provided of the extent to which it will call upon the resources and expertise of its members.

e. Communications

- e.1 All questions and queries about the procurement procedure must be submitted via the ***question and answer facility on the Councils e-tendering system*** – https://www.londontenders.org/procontract/supplier.nsf/frm_home?openForm

3. Quality and Innovation Questions for all bidders;

Please submit your response to all questions in the method statement on separate sheets with the question reference number clearly identified on each sheet taking into account the word limit set for each question.

METHOD STATEMENT		Word limit	Weight
Section A - Quality, Performance and Outcomes			
A1 Effective systems to measure quality, performance and outcomes.	What outcome measuring tools will your organisation use to demonstrate the benefit of using this service to both service users and commissioners?	500 words	2%
A2 Commitment to and systems for ensuring high quality services and continuous improvement	Please provide a case study that demonstrates how you have identified and addressed poor performance in service delivery, giving details of organisational systems that underpin your approach.	500 words	2%
A3 Demonstrates a commitment to the promotion of fair access and inclusion	Please explain how your organisation promotes equality and makes tangible progress in the area of diversity. Illustrate your answer with examples demonstrating effective achievements in this area for both staff and service users.	500 words	2%
			6%

Section B - Sustainability and deliverability			
B1 Appropriate infrastructure to be able to deliver in the selected geographic area/s	Please provide building plans and detail on how you will deliver a responsive and effective service incorporating use of outdoor and indoor space to meet the physical, emotional, sensory and practical needs of service users with complex and high support needs. What infrastructure do you have to support this now and in the future?	500 words	2%
B2 Ability to effectively manage service transfers	a) How will you ensure any service handovers are seamless and successful? Please provide a specific example where possible.	500 words	2%
	b) How will you determine where TUPE applies, and where it does apply how will you manage the smooth transition of staff transferring to your Organisation under TUPE?		2%
B3 Demonstration of effective training and appropriately qualified staff.	What systems does your organisation have in place to ensure that training is effective and implemented in everyday practise?	500 words	2%
			8%

Section C - Community benefit and added value			
C1 Demonstration of an ability to deliver sensitive and appropriate services to the diverse communities of the Borough.	Please describe how you will ensure that issues of language, culture and ethnicity are managed sensitively and appropriately across the diverse communities living in the Borough. Please provide an example in practice.	500 words	3%
	C1a How will you ensure community and stakeholder engagement contributes to service planning and delivery and an integrated service?	500 words	3%
	C1b What part will the employment of local people play in your approach to ensuring the delivery of sensitive and appropriate services to the diverse communities in the Borough? Please provide an example in practice	500 words	2%
C2 Demonstration of the unique characteristics of the organisation which will add value for users and commissioners.	What is unique about your organisation, and how will this add value for service users and commissioners?	500 words	2%
			10

Section D - Safeguarding			
D1 Commitment to ensuring service users are free from physical and emotional abuse, harassment and neglect	How will you ensure that care staff and managers are able to recognise, identify and respond appropriately to signs of possible abuse of individuals?	750 words	6%
			6%

Section E - Specialist knowledge			
E1 Demonstration of a commitment to and experience of working in partnership at a local level.	Please provide an example of how front-line staff in your organisation have successfully worked in partnership with other agencies at a local level to deliver high quality care and support outcomes to individuals.	500 words	4%
E2 Demonstration of effective training and appropriately qualified staff.	Please provide detail of the training and development opportunities delivered to your staff over the last 12 months in the following areas: <ul style="list-style-type: none"> • Health interventions and medication management; • Effective Safeguarding • Challenging behaviour • Autism • Outcome focused support planning • Supporting none verbal service users with communication 	500 words	2%
E3 Understanding and experience of delivering sensitive	Please provide detail of how your organisation has provided sensitive and appropriate care and support to individuals in three of the four situations listed here. You	750 words	6%

<p>and appropriate services in relation to specific situations, including:</p> <ul style="list-style-type: none"> • Complex disabilities • Multiple needs including health • Challenging behaviour • Autism and Aspergers Syndrome 	<p>may use case examples in answering this question if appropriate.</p>		
<p>E4 An understanding of how to achieve the outcomes specified in the service specification.</p>	<p>Please provide a case study (of your choosing) and describe how in that example your model of care would deliver the outcomes specified in the service specification.</p>	<p>500 words</p>	<p>3%</p>
			<p>15%</p>

Section F - Innovation			
<p>F1 Demonstration of how services will respond to the developing opportunities of the personalisation agenda and deliver increased flexibility and control for service users.</p>	<p>F1a How will you ensure that the service you deliver is sufficiently flexible to support user choice in when and how the service is provided and access community facilities.</p>	<p>600 words</p>	<p>4%</p>
	<p>F1b Please describe any practices your organisation has been recognised for in regards to innovative and/or creative approaches in delivering services for adults with complex and high support needs.</p>	<p>500 words</p>	<p>3%</p>
	<p>F1c What will change for service users as a result of your service model? Please provide an example from existing practice where possible.</p>	<p>500 words</p>	<p>3%</p>
			<p>10%</p>

Pricing Schedule			
<p>Price</p>	<p>Cost per service including daily rate</p>		
	<p>Proportion of daily rate attributable to direct staff cost</p>		
	<p>Proportion of daily rate attributable to service running costs</p>		
	<p>Building/rental costs and overhead costs</p>		
			<p>45%</p>

Please submit your tendered rates and prices in the Pricing Schedule along with the service budget.