

SUPPORTED EMPLOYMENT, TRAINING AND SOCIAL ENTERPRISE SERVICE: METHOD STATEMENTS

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 implemented in service delivery.**

- 1.1 The method statement enables tenderers to describe how they would provide the service being tendered. Bidders will need to answer all of the core questions once **and** the specialist question and pricing schedule for the service they wish to be considered for.

Failure to complete all required questions will result in the submission being rejected.

- 1.2 Responses to the method statement 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 framework. As such a failure to satisfactorily answer any of the questions may result in the consortium bid not being considered.

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 the 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. Service users will be an integral part of the evaluation process.

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 core tender submission;
- Evaluation of the specialist submission;
- Evaluation of the pricing schedule submission.
- Presentation for those bidders successful following ITT evaluations

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 then that of the “Good” answer.

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. 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.

3.4 Award Criteria

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

The listed weighted criterion will be considered in reaching a final decision at the end of the tender evaluation process, based broadly on 45% Quality, 45% Price and 10% innovation.

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.

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 four (4) 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 4 bidders will be adjusted to represent 90% of the final evaluation score for contract award purposes by using the formula: $(\text{Evaluation score}/10)*9$.

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
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Quality, performance and outcomes (answer once)	<ul style="list-style-type: none"> • Effective systems to measure quality, performance and outcomes. • Commitment to and systems for ensuring high quality services and continuous improvement. • Demonstrates a commitment to the promotion of fair access and inclusion. 	6%
Sustainability and deliverability (answer once)	<ul style="list-style-type: none"> • Appropriate infrastructure to be able to deliver in the selected geographic area/s. • 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. 	7%
Community benefit and added value (answer once)	<ul style="list-style-type: none"> • Commitment to employment of local people. • Demonstration of how workforce will reflect local community and or organisations • Explanation of how engagement with local business will support employment and training opportunities • Demonstration of how a contribution will be made to the community infrastructure in the geographic area served. • Demonstration of the unique characteristics of the organisation which will add value for users and commissioners. 	7%
Safeguarding (answer once)	<ul style="list-style-type: none"> • Commitments to ensuring service users are free from physical and emotional abuse, harassment and neglect. 	5%
Specialist knowledge (answer once)	<ul style="list-style-type: none"> • Demonstration of an ability to deliver sensitive and appropriate services to service users with learning disabilities from transition age to all adults of working age • Demonstration of a commitment to and experience of working in partnership at a local level with Local agencies, employers, statutory sector and community organisations • Demonstration of effective training and appropriately qualified staff. • Understanding and experience of delivering sensitive and appropriate services in relation to <ul style="list-style-type: none"> ○ Employment opportunities ○ Training ○ Developing and delivering social enterprises ○ Employment mentoring and support • An understanding of how to achieve the outcomes specified in the service specification. 	20%
Innovation (answer once)	<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 users. • Explanation of the service models that will be utilised to 	10%

	enable personalised services to be delivered; what standards will be applied and what changing experiences can service users expect.	
Price (answer once)	<ul style="list-style-type: none"> • Cost per hour (London Living Wage, block) • Percentage of direct and indirect costs • Please specify the model of service (with a detailed budget) to be delivered within the price submitted. 	45%

1. Core Questions

METHOD STATEMENT		Word limit	Weight
Quality, Performance and Outcomes			
A1 Effective systems to measure quality, performance and outcomes.	What outcome measuring tools does 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%
Sustainability and deliverability			
B1 Knowledge of the issues relating to staff transfers.	The letting of new contracts may involve a transfer of existing services. 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?	500 word	2%
B2 Appropriate infrastructure to be able to deliver in the selected geographic area.	Please detail how you will effectively deliver a floating support service in Tower Hamlets including any infrastructure already in place, and how you will address developing the required infrastructure both now and in the future linking in with local business and employers for pathways to employment and training and social enterprise.	500 word	3%
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 word	2%
			7%

Community benefit and added value			
C1 Commitment to employment of local people	How would you support local employers across the corporate, voluntary and public sector to understand the business case of employing people with learning disabilities and provide adequate support? Please provide an example where possible.	500 words	3%
C2 Demonstration of how a contribution will be made to the community infrastructure in the geographic area served.	How will your organisation engage with the statutory sector stakeholders, local employers, and local resources such as colleges, Job Centre plus, and schools in order to make a positive contribution to the delivery of integrated services and to support and deliver training and paid employment opportunities. How will links with businesses be developed and strengthened to deliver the service? (including voluntary work experience) Please provide a specific example where possible.	500 words	2%
C3 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%
			7%
Safeguarding			
D1 Commitment to ensuring service users are free from physical and emotional abuse, harassment and neglect	How will you ensure that support staff and managers are able to recognise, identify and respond appropriately to signs of possible abuse of individuals?	500 words	
			5%
Specialist knowledge (to be answered for each lot bid for)			
E1 Demonstration of an ability to deliver sensitive and appropriate services to the diverse communities.	How has your organisation worked with service users to shape and model its service ensuring a person centred and outcomes focused approach? A) How would this be delivered through a floating support service ensuring aspirations and choices are supported to provide the training, support and employment opportunities of individuals is met working in partnership with a range of stakeholders including move on and discharge from service. B) Include experience of delivering and supporting social enterprise to meet the range of supported employment and training needs for adults with learning disability. Please provide an example if possible.	1000 words	6%
E2 Demonstration of a commitment to and experience of working in partnership at a local level.	Please provide an example of how staff in your organisation have/will successfully work in partnership with other agencies at a local level to deliver employment opportunities and provided mentoring support for adults with learning disability to meet individuals aspirations and	500 words	3%

	sustain job placement/s for both employer and employee.		
E3 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 which will ensure the expertise to deliver supported employment, training and social enterprise service are being met.	500 words	2%
E4 Understanding and experience of delivering sensitive and appropriate services in relation to specific situations, including: <ul style="list-style-type: none"> • Paid employment • Social enterprise • Supported voluntary or training placements • Supporting transition adults into training and employment 	Please provide detail of how your organisation would work with local employers to remove stigma and barriers to support individuals in three of the situations listed adjacent. Please use case examples in answering this question.	500 words	5%
E5 An understanding of how to achieve the outcomes specified in the service specification.	Please provide a case study (of your choosing) and describe how in that example your model of service would deliver the outcomes specified in the service specification.	500 words	4%
			20%

Innovation			
F1 Demonstration of how services will respond to the developing opportunities of the personalisation agenda and deliver increased flexibility and control for service users.	How will you ensure that the service you deliver is sufficiently flexible to support user choice in when and how the service is provided?	500 words	3%
	A) How will your service model supports service users in social enterprise projects with routes to training and employment?	500 words	2%
	B) Please provide an example of practice and delivery which has been recognised as innovative or creative in delivering employment, training and social enterprise services for adults with learning disabilities.	500 words	2%
	C) What will change for service users as a result of your service model? Please provide an example from existing practice where possible.	500 words	3%
			10%