

COMMUNITY HUB PREFERRED PROVIDER LIST 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 and the method statement will form part of any resulting contract.

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.**

As this is an open tender, this method statement includes a number of questions relating to matters such as financial standing, grounds for mandatory and discretionary rejection, previous experience and references. **Whilst the answers to these questions will not form part of the overall evaluation process they will be assessed to determine bidder's overall ability to deliver services. As such a failure to satisfactorily answer any of the questions may result in the bid not being accepted for evaluation.**

- 1.1 The Method Statement enables tenderers to provide information for inclusion in the Council's Preferred Provider list for the provision of Community Hubs day opportunities for people with learning difficulties. 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.
- 1.3 Responses to the Method Statement Core Questions for all bidders must be made using the template attached at appendix 2.

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 will 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 an agreed list of bidders to be invited to participate in the Council's Preferred Provider List for the provision of Community Hubs, day opportunities services for people with learning disability.

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

Evaluation will comprise of:

- Evaluation of the tender submission;
- Evaluation of the pricing schedule submission.

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 a detailed method statement
Excellent	5 points	Answers gives greater confidence than good and 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. 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

Successful bidders to the Preferred Provider list 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 with 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 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.

This final score will be combined with the final score arising from the evaluation of the Pricing Schedule, and the combined scores used to identify the most economically advantageous tenders for inclusion in the Preferred Provider List.

Criterion	Sub criteria	Weighting
Quality, performance and outcomes	<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 	8%

	access and inclusion.	
Sustainability and deliverability	<ul style="list-style-type: none"> • Appropriate infrastructure including a building (Hub) to be able to deliver services effectively, flexibly and responsively across the Borough. • 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. 	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. • Demonstration of the unique characteristics of the organisation which will add value for users and commissioners. • Engagement with stakeholders, family and carers 	8%
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 with a range of stakeholders in the community. • Demonstration of effective training and appropriately qualified staff. • Experience of supporting and working with transition service users and stakeholders • Understanding and experience of delivering sensitive and appropriate services in relation to specific situations, including: <ul style="list-style-type: none"> ○ Individuals with learning disability ○ Complex disabilities with health needs ○ Autism ○ Delivering services with and in the community • 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, choice control for service users. • Explanation of the service models that will be utilised to enable personalised services to be delivered; Hub space, what standards will be applied and what changing experiences can service users expect. • Evidence of developing innovative services incorporating 	10%

	technology and tools to support none verbal communication.	
Price	<ul style="list-style-type: none"> • Cost per day based on staffing ratios being 2:1, 1:1, 1:2 and 1:3 • Minimum hourly rates of pay for staff • Proportion of daily rate attributable to direct care staff costs • Proportion of daily rate attributable to service running 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.

All core questions need to be answered and are assessed with a pass or fail criteria. A fail will preclude the provider from continuing further with the tender process.

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 the 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:

2.1 Instructions for completing the Response sheet for core questions for all bidders (Appendix 2)

- a. Please answer every question. Failure to do so may result in your application being disqualified. If the question does not apply to you please write N/A; if you don't know the answer please write N/K.
- b. Please complete the response sheet specifically for your organisation not for the Consortia if you are part of a group of companies.
- c. Please include, where requested, any supporting documents, marking clearly on all enclosures the name of your organisation and the number of the question to which they refer. Excess information such as corporate brochures, attachments not requested for, and pictures must not be submitted / inserted in your response sheet. This may result in your application being rejected.
- d. Please return this response sheet with your tender return documentation via the Council's e-tendering system – hard or email copies **will not be accepted**. **All submissions must be returned in exactly the same format as issued.**
- e. In some circumstances contract funding dictates specific previous experience and/ or qualifications, if you can not provide evidence of said requirement, we will **NOT** be able to consider your application. This requirement will be highlighted where applicable.
- f. For the purposes of this questionnaire the term "Authority" means the purchasing organisation that is seeking to award a contract. "Organisation" covers Sole Traders, Partnerships, Co-operatives, Public Limited Companies, Private Limited Companies and Voluntary Organisations. "You"/ "Your" or "Potential Provider" means the business or company which is completing this response sheet.
- g. **Verification of Information Provided:**
 - g.1 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.
- h. **Sub Contracting Arrangements**
 - h.1 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 vital all subcontracting details are provided.
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

i Consortia Arrangements

- i.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.

- i.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.

j Communications

- j.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

2.2 Evaluation of core questions for all bidders (Appendix 2)

Section A is for information only and will not be scored

- 2.2.1 Economic and financial standing **sections C of the questionnaire**. The Council will use the information provided to carry out an appraisal of the Applicant's financial position and therefore determine the level of risk that it would represent to the Council. This will involve independent financial checks. This section will be assessed as a PASS / FAIL. Bidders who fail this section will be excluded from further consideration in the procurement process.
- 2.2.2 Grounds for mandatory and discretionary rejection. **Sections B = PASS / FAIL** Bidders who fail this section will be excluded from further consideration in the procurement process.
- 2.2.3 Equality & Diversity **section D =Pass / Fail**
- 2.2.4 Health & Safety **Section E = Pass / Fail**

In sections D and E please note that if your organisation has had a judgement, prosecution or prohibition notices against it which has not been rectified, your organisation may be excluded from the procurement process

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	3%
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	3%
			8%

Section B - Sustainability and deliverability			
B2 Appropriate infrastructure to be able to deliver in the selected geographic area/s	Please detail how you will effectively and responsively deliver services in the Borough, including building space already in place, and how you will address the requirement to ensure developing a community service working in partnership with stakeholders and local services to deliver a holistic service.	500 words	3%
B3 Ability to effectively manage service transfers	How will you ensure that any referrals and move on from services are coordinated and supported using a multi disciplinary approach. Please provide a specific example where possible.	500 words	3%
B4 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? How are the changing needs of service users reflected in training and development plans for staff?	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.	750 words	2%
C2 Commitment to employment of local people.	C1 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?	500 Words	2%
	C2 What part will the training and employment of volunteers including service users' play in the delivery of services including training and employment opportunities within services and through partnerships?	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%
			8%

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.	E1a Please provide an example of how staff in your organisation has successfully worked in partnership with other agencies at a local level to deliver high quality care and support to individuals.	500 words	2%
	E1b Please provide an example of how you have been able to link in with colleges, employment opportunities and leisure to support individuals support plans and aspirations flexibly.		2%
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"> • Person centred support planning • Safeguarding 	500 words	3%

	<ul style="list-style-type: none"> • Communication and engagement • Challenging behaviour • Autism • Supporting none verbal communication 		
E3 Understanding and experience of delivering sensitive and appropriate services in relation to specific situations, including: <ul style="list-style-type: none"> • Learning disabilities • Autism • Complex disabilities 	<p>E3a Please provide detail of how your organisation would deliver with an integrated approach working with a range of stakeholders in the community to provide sensitive and appropriate support to individuals in two of the three situations listed here. You may use case examples in answering this question if appropriate.</p>	750 words	3%
	<p>E3b Please give an example of how you would/have been able to maximise independence for service users linking in with transport, technology and flexible staffing arrangements.</p>		3%
E4 An understanding of how to achieve the outcomes specified in the service specification.	<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>Note: the case study description can be up to 200 words in addition to the 500 word limit for the answer.</p>	500 words	2%
			15%

Section F - 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.	<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?</p>	600 words	4%
	<p>F1b How will your service model support service users to access community facilities outside of their home promoting independence?</p>	500 words	3%
	<p>F1c What will change for service users as a result of your service model? Please provide an example from existing practice where possible and how this has been evidenced.</p>	500 words	3%
			10%

Pricing Schedule			
Price	Cost per day 2:1		
	Cost per day 1:1		
	Cost per day 1:2		
	Cost per day 1:3		

	Cost per half day		
	Please specify the model of service to be delivered within the price submitted		45%

Please submit your tendered rates and prices in the Pricing Schedule attached and refer to 8.11 in the draft service specification.