

Questions & answers

| 06 July 2009 | |
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| Heading | |
| Question | Answer |
| Price | |
| Will a detailed pricing mechanism be made available to Providers at or before the publication of tender documents? | <p>An indicative price is required from Providers at this stage based on basic Service information which is part of the Service Specifications for each category. Any queries relating to this can then be addressed to the Authority by Providers upon receipt of the tender documents.</p> <p>It should also be noted that the evaluation at the tendering for the Framework stage is weighted 70% on quality and 30% on price, as a reflection of the fact that the price is only indicative at this stage. At Call-Off stage the evaluation will be weighted 60% on quality and 40% on price.</p> |
| Will the tender give indicative or capped costs for each Contract, or be open to all bids? | The approximate value of each Contract was included in the Service information published at PQQ stage. Providers must decide whether they bid at this level or above or below it. |
| How will the commissioners ensure a meaningful indicative price (i.e. what is to stop bidders putting in an artificially low price to get on to the Framework and then inflating it at call-off?) | The price asked for is indicative, and Providers must base their bids on the Service information provided. If the indicative price submitted is very different from the final actual price this will become evident at the Call-Off stage (when the weighting will be 40% price) and will influence the outcome. |
| How will TUPE costs be dealt with in the indicative price? | TUPE information is not known at this stage so all Providers should bid assuming no additional TUPE costs; once TUPE costs are known, at Call-Off stage all bids will need to be adjusted for this. |
| How will inflation be dealt with in the indicative price? | Inflation should not be built into the price submitted as prices will be reviewed during the term of the Contract, subject to the funding received by the Authority from central government. Please refer to Section 28 of Volume A Conditions of Contract (in the tender documents) |
| When will TUPE information be requested from current service Providers? | This will commence in October 2009. |

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| Can a schedule of other known costs – eg office and other building related and management costs – be made available | Details of these costs are due to be distributed shortly when they are received from Landlords. |
| If some fixed costs are unknown at this stage, such as office rent, would it be possible to exclude these from the tender process so all tenderers are in the same position to bid? | These costs must be incorporated in the tender based on the details which will be circulated shortly. |
| Should Providers make provision for vetting and barring costs? | This is included in overheads. |
| Will there be a breakdown given for what is included in a support hour (ie just front line staff costs)? | A support hour is made up of direct support, first line management and direct administrative time (e.g. writing up support plans etc) |
| Sometimes hours quoted in a tender end up being inaccurate at a later stage, are the boroughs confident in the hours included in the tenders? | They are accurate at this stage although in the case of Learning Disability Services some of the hours may change by Call-Off stage as Service Users may opt for individual budgets. |
| Will Contracts be paid block gross or subsidy? | Most Contracts for Learning Disability services will be block subsidy; the others will be a mixture of block subsidy and block gross, depending on the duration and nature of the service. |
| Quality | |
| Will a detailed scoring system be made available for the quality criteria? | Please refer to the tender documents. |
| How detailed will the information given be at the tendering to get on the Framework stage? | Please refer to the tender documents. |
| Bidding | |
| If bidding for more than one service do Providers submit one tender but multiple method statements? | Please refer to the tender documents. |
| Will there be a specified word count, and do RWF know how many questions there will be in the method statement? | Please refer to the tender documents. |
| Are Providers expected to bid for all the services they are shortlisted for? | Providers must decide which of the categories they wish to bid for. |
| Will Contracts be awarded to a single Provider for a whole category or awarded by service? | Providers must bid for the whole category which may include more than one Contract. Each Contract will then be called-off and awarded separately. |
| How would a bid be dealt with in circumstances where a specialist Provider is only bidding for one service within a wider category (e.g. Jewish older people)? Particularly where the specialist service has higher costs than a generic one. | Providers must bid for the category as a whole and offer a price for the whole category. If one Contract within the category has different or specialist needs then this information should be included as part of the whole category bid. The category price should take into account all of the Contracts, so if one Contract has higher costs associated with it then the whole price will be impacted by these costs. Providers who are interested in working with a specialist service but not the generic services, and Providers |

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| | who are not interested in the specialist service but are interested in the generic services, will both need to bid for the whole category at this stage, and can specify their particular interest at Call-Off stage. |
| How many Providers will be accepted onto the Framework for each category? | Legally there must be a minimum of one or three Providers, as two cannot be accepted for mini-competition, so the aim is to have a minimum of three Providers for each category. Many categories will have a higher number, this will be proportionate to the number of Contracts there are in each category. Volume C in the tender documents provides further details of this. |
| Can electronic-only submissions be made? | Tender documents are required to be submitted in hard copy version. |
| Personalisation | |
| What mechanisms will be in place for the borough to discuss the business and service issues arising from personalisation with Providers? | Discussion will be needed as the personalisation agenda develops. The boroughs expect standards and pricing to be the same or similar to current levels. There may be changes in the future (ie within this four year Framework period) with how services are offered to Service Users. If changes are required in commissioning this will be negotiated with Providers, and services may need to be reduced to take into account the reduced need, or remodelled need, by some Service Users. There will be a clause in the Contracts to reflect this potential need to reduce services part way though the period. |
| What is the borough's current policy on personalisation of support services and has it adopted any targets for individual budgets? | The Authority is committed to the personalisation agenda and will need to work out in partnership with Providers over the next few years how the support services can work with this. Providers are expected to be flexible in terms of negotiating changing future needs. |
| Should Providers include proposals for personalisation of services in their method statement and/or pricing? | Please refer to the tender documents. |
| Call off | |
| Will all call-offs be done though min-competition? | Yes |
| Will Providers accepted onto the Framework be ranked? | All Providers on the Framework will be considered to be equal and the mini competition at Call-Off stage will be an entirely new process which will not take into account the scores from the Framework tender process. |
| Will acceptance onto the Framework be understood to imply an obligation to provide the service (e.g. if TUPE info or | At the time when Providers who are on the Framework are invited to participate in the mini tender exercises for Call-Off they may |

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| subsequent developments make it non-viable)? | choose not to participate, as with any other tender process. |
| In what, if any, circumstances might the Authority commission services outside the framework? | During the term of the Framework, if new services are identified as being required (which were not included in the original list of Contracts on the Framework), these will be procured outside of the Framework Agreement. |
| Other issues | |
| Are any other local authorities likely to join or use the framework? | One Contract is in partnership with the London Borough of Barking and Dagenham. No other Authorities Are expected to join or use the Framework. |
| Has the ongoing demand for these services been reviewed, and are they consistent with the priorities of the LAA? | <p>An annual review of the Supporting People Strategy is carried out in the London Borough of Redbridge to ensure that only strategically relevant services are commissioned. In line with this, the services included in the Framework are strategically relevant.</p> <p>The London Borough of Waltham Forest reviews the action plan of its 5 Year Supporting People Strategy annually and this is aligned with the LAA and Sustainable Communities Strategy. All of the Waltham Forest Services included in the Framework are strategically relevant.</p> |
| Is any further service configuration or new service development anticipated? | All current anticipated growth has been included within the Framework. There is currently no known need for further service reconfiguration or development. However, this could change as future annual strategic reviews are carried out during the term of the Framework. |
| Will bids be accepted from consortia/partnerships? | Providers can only submit a tender in exactly the same configuration as they submitted their PQQ. If they did not submit the PQQ as a consortium or partnership they cannot now submit a tender as one. |
| Can more detail be provided about the procedures between September and November (ie local authority evaluation) and how much of these procedures will be public? | Tenders will be evaluated and shortlisted and Providers will be invited to interview during this period. The Framework will go through the Local Authorities' Cabinet meeting structure to be sanctioned. |
| Has consultation taken place with landlords of accommodation based services? | Landlords have been contacted but they have raised no issues to date. There will be further dialogue and consultation with landlords as the process continues. |
| Why were two older people's services removed from the framework? | The Contracts were considered to be too small, and many of the Service Users were self-payers, so the Framework procurement was considered to be an unnecessary upheaval. |
| What arrangements have been made for | All Service Users have been consulted prior |

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| consulting Service Users? | to the PQQ being issued and there will be ongoing consultation as required, as the process continues. Trained Service User representatives will be invited to have involvement in the Framework and Call-Off evaluations. |
| Can Providers be given details of who has been shortlisted for each category and then who is finally admitted onto the Framework in each category? | The Authority cannot provide details as to who has been shortlisted but once the Framework is concluded and all Providers have been appointed we will release details of who has been appointed to each category. |
| If questions about the process are directed to the Authority's staff will they undertake to circulate the issue and the response to all Providers? | Yes. |
| Is there a named contact for the process at the Authority? | If Providers wish to contact Redbridge or Waltham Forest directly they should email all questions to Preeti.Sheth@redbridge.gov.uk and copy in Asifa Ali at asifa.ali@redbridge.gov.uk . and also supporting.people@redbridge.gov.uk |
| Dates | |
| Can the deadline for tender submission be delayed? (It currently matches school holidays almost exactly and could potentially lead to fewer or poorer quality bids due to timing difficulties) | The deadline has been extended to Thursday 17 th September 2009. |
| Tender information will be sent out in mid July, when will this be exactly? | No longer applicable as the documents have been issued. |
| Can there be a set amount of time guaranteed for Providers to complete bids? (ie. if tender information is sent out late the set time should still be adhered to). | The deadline has been extended as above. |
| Can dates for interview be published so Providers can plan time? | Dates will be publicised at the earliest possible opportunity so that Providers can have as much notice as possible. |
| If a successful Provider is expected to deliver housing management services as part of the support Contract when will this be known? | This will be negotiated at Call-Off stage taking into account the circumstances of each individual Contract. |
| Can landlords be written to to ask for any future plans that may impact on the future support Contracts? | The Authority is in communication with Landlords to discuss such issues. |
| Will Contracts run beyond the end of the Framework date if they are called-off towards the end of the Framework period? | Most Contracts will be called off early on in the period of the Framework period so they will not run beyond the end of the period (March 2014). However, a small number of Contracts may be called off at the latter end of the period and these would run beyond |

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| | March 2014. |
| Can details be given early for the presentation questions/title and any other information to be published for interview so that potential successful applicants can prepare as much as possible in advance? | Titles of any presentations to be included in the interview process will be publicised in advance and all other questions will be addressed to the Provider at the interview. |