Residential and Nursing Care Home Recommissioning 2015

Pre-Tender Provider Day

Bristol Clinical Commissioning Group
Introduction

- Purpose of today
- Agenda
- Housekeeping
## Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>13:00 – 13:15</td>
<td>1 Arrival, registration and tea and coffee</td>
</tr>
<tr>
<td>13:15 – 13:20</td>
<td>2 Intro, welcomes, housekeeping</td>
</tr>
<tr>
<td>13:20 – 13:30</td>
<td>3 Update – where we are in the process now</td>
</tr>
<tr>
<td>13:30 – 14:00</td>
<td>4 Presentation - Care Home Commissioning Model</td>
</tr>
<tr>
<td>14:00 – 14:15</td>
<td>5 Presentation - Residential and Nursing Care Home Service Specification</td>
</tr>
<tr>
<td>14:15 – 14:30</td>
<td>6 Presentation - Procurement – Introduction to Proactis and this opportunity</td>
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<tr>
<td>14:30 – 14:45</td>
<td>7 Tea and Coffee Break</td>
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<tr>
<td>14:45 – 15:15</td>
<td>8 Questions and Answers</td>
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<tr>
<td>15:15 – 15:20</td>
<td>9 Key messages and timescales</td>
</tr>
<tr>
<td>15:20 – 16:00</td>
<td>10 - Proactis demonstration – open forum</td>
</tr>
<tr>
<td>16:00</td>
<td>11 - Event closes</td>
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</table>
Update - Where we are in the process

- July – August – Market engagement
- August – September – reviewing provider feedback & writing commissioning model and tender documentation
- October – pre – tender provider days
- Oct/Nov – advertise opportunity to tender
Commissioning Model

Overview

- Document describes the new process from tender to placement
- Final version included in tender pack
Commissioning Model – Key points

The Bristol Standard

- ‘Bristol Standard’ – single overarching statement of care home quality
- Providers will meet the standard if successful in the tender.
- Providers to be monitored to ascertain whether standard continue to be met.
- Providers able to use as an endorsement of their services
Commissioning Model - Key Points

Care Home Framework

- Successful tenderers awarded onto the ‘Care Home Framework’
- Providers will be required to use BCC e-procurement system.
- System interface between provider and commissioner.
- Framework will be open to new providers periodically
Joint Commissioning with CCG

BCC and BCCG will operate and commission care homes in the following way:

- Joint service specification
- Joint contract
- Joint quality standards
- Joint practice and processes
- Opportunity to jointly broker services
Spot Placement Process

1. Assessment by practitioner.

2. Brokerage issues placement via the e-procurement system to providers on the care home framework.

3. Care home submits an offer to deliver the service.

4. Brokerage assess bids and create shortlist of providers that meet quality standards.

5. Brokerage create shortlist of care homes that meet quality standards and fall within price parameters.

6. Service user chooses suitable placement with quality information about that provider made available.

People Directorate
Adult Commissioning
Commissioning Model – Key Points
Block Contracts

- Use of block contracts
  - available for provision of more ‘predictable’ care types
  - tender advertised to providers on the care home framework

- Placement process for block contracts
  - similar to spot placement however different relationship with brokerage
Service Specification
Service Specification

Overview

- Sets out the expectations
- Includes clear key outcomes
- Gives examples of how Providers can evidence they are meeting these outcomes
- Introduces performance indicators
- Linked to CQC fundamental standards
Service Specification: Aims & Outcomes

<table>
<thead>
<tr>
<th>Key Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The service model will ensure the <strong>promotion of independence</strong> for individuals at all times</td>
</tr>
<tr>
<td>2. The service model will ensure <strong>person centred care and personalised support</strong> for individuals</td>
</tr>
<tr>
<td>3. The service model will ensure that individuals are <strong>safe</strong> and that care is delivered in their best interests</td>
</tr>
<tr>
<td>4. The service model actively <strong>promotes and embeds dignity and respect</strong> for all individuals, at all times</td>
</tr>
<tr>
<td>5. The service model will offer <strong>value for money</strong></td>
</tr>
<tr>
<td>6. The Providers will work in <strong>Partnership</strong> to deliver quality care</td>
</tr>
<tr>
<td>7. The service model is <strong>flexible, creative and innovative</strong> in its approach in order to meet individual need</td>
</tr>
<tr>
<td>8. The service model will ensure the <strong>promotion of social inclusion</strong></td>
</tr>
<tr>
<td>9. The Providers will ensure there is an <strong>environment that allows individuals to reach their full potential</strong></td>
</tr>
<tr>
<td>10. The Providers will work with service users and their support network to optimise physical and mental <strong>wellbeing</strong></td>
</tr>
<tr>
<td>11. The Providers will give due attention to the promotion and development of a <strong>Sustainable Community</strong></td>
</tr>
</tbody>
</table>
Service Specification – Specific Outcomes & Standards

- Main section = theme areas:
  1. Choice, Control and Voice
  2. Free from Harm
  3. Workforce and Leadership
  4. Wellbeing – new sections added

- Linked to key outcomes

- Linked to CQC Fundamental Standards
### 7.3. Person centred care

**Service User Outcome:**

Service Users are treated as individuals with unique backgrounds, qualities, abilities, interests, preferences and needs.

**Service Outcome:**

The service promotes and embeds person centred care as standard practice in care planning and delivery.

<table>
<thead>
<tr>
<th>No</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The Provider ensures that Service User care and support is person centred, tailored to the individual needs of each Service User.</td>
</tr>
<tr>
<td>2.</td>
<td>The Provider ensures that each Service User is allocated a key worker, who understands their individual needs and preferences and regularly liaises with the Service User’s support network.</td>
</tr>
<tr>
<td>3.</td>
<td>The Provider ensures that clear Care and Support plans are kept and maintained, reflecting the changing needs and preferences of Service Users and the care provided to meet their needs.</td>
</tr>
<tr>
<td>4.</td>
<td>The Provider ensures and their support network are given the opportunity to input into care plan reviews.</td>
</tr>
<tr>
<td>5.</td>
<td>The Provider ensures that meaningful activities within / outside the home are available to meet social needs. Activities will provide intellectual stimulation, focus on life stories, and enable Service Users to re-establish lost skills and to develop new skills.</td>
</tr>
<tr>
<td>6.</td>
<td>The Provider will ensure that Service Users are able to exercise choice and control with regard to their care and time at the home, recognising what Service Users would like to do for themselves.</td>
</tr>
<tr>
<td>7.</td>
<td>Through gathering the Service User’s life story and remembering that the Service User has a past, present and future, continuity, the Provider will ensure that the habits and routines that the Service User had before admission to the home continue as far as practicable in the Service User’s best interests. In achieving this standard, this will add to the sense of familiarity and continuity for the Service User. This may include waking / sleeping times.</td>
</tr>
</tbody>
</table>

#### Examples of Evidence

- Service User Care and Support plan
- Daily recording in Care and Support plan
- Service User Life Story / Map of Life
- Key Worker allocation
- Activities timetable / log / record of involvement
- Service user meeting minutes
- Support network meeting minutes
- Handover / staff communication records
- Staff interviews
- Management interviews
- Service User interviews and feedback
- Support network interviews and feedback

#### Related CQC Fundamental Standards

- Person centred care
- Good governance
- Staffing

#### Key Outcomes

- Person centred care and personalised support (2)
- Flexible, creative and innovative (7)
- Environment (9)
- Wellbeing (10)

**Linked to 11 Key Outcomes**

**Linked to CQC**

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People Directorate
Adult Commissioning

BRISTOL CITY COUNCIL
BRISTOL 2015 EUROPEAN GREEN CAPITAL
Performance Management

CQC FUNDAMENTAL STANDARDS

The Bristol Standard - Care Home Framework

PERFORMANCE MANAGEMENT FRAMEWORK

Key Performance Indicators
- Self-Reported by Provider through BCC/CCG Template
- Indicators measured and monitored by Commissioner e.g. no of safeguarding referrals

Quality Assurance
1. Intelligence Gathering
2. Face to Face Visits
3. Response and Reporting

People Directorate
Adult Commissioning
Indicators for Monitoring

- **Key messages from ME events:**
  - Minimal Paperwork
  - Reflect CQC monitoring
  - Electronic/ automated reporting where possible
  - Need to develop baselines before target setting

- **Key messages from KPI Focus Group:**
  - Take into account other reporting arrangements
  - Outcome focused
  - Appropriate to all care types
  - Coordinated with QA Visits
  - No over reliance on surveys

- **Now linked to outcomes, use exact wording from CQC PIR form where possible**

- **Initially = base lining**
Indicators for Monitoring

SAFETY
1. Safeguarding (reported by commissioners)
2. Serious Incidents and Notifications (CQC)
3. Hospital visits and admissions
4. Falls resulting in injury

WORKING IN PARTNERSHIP
5. Referrals accepted (blocks only)

SUSTAINABILITY & STAFFING
6. Staff training (as per PIR form)
7. Staffing arrangements and Turnover (as per PIR form)

SERVICE USER FEEDBACK
8. Complaints and compliments (as per PIR form)
9. Service User Satisfaction
Summary: 2016 Service Specification

1. Jointly commissioned
2. Clear aims and vision
3. Eleven Key Outcomes – linked to CQC Fundamental Standards
4. Updated in line with legislation
5. Service standards split into themes for easy read
6. Additional expectations around wellbeing:
   - Active fulfilled lives
   - Mental wellbeing
   - Communication
   - Homely environment
7. Formalised Quality Assurance and Performance Management
Procurement
Tender Pack

- Tender guidance document
- Commissioning plan
- Service specification
- Terms and conditions
- Payment mechanism
- Performance management framework
Procurement Lots

- The framework is divided into Lots according to care type.
- Our requirement will be split into categories according to care type, each category is known as a Lot.
- E-alerts will be sent to providers on the care home framework according to Lot.
- You won’t receive e-alerts if you aren’t registered to that Lot.
- You can apply for multiple lots.
Tips for Tendering – Pre Advert Planning your Bid

- Plan – make time, allocate resource, get prepared.
  - Who is going to be co-ordinating & writing the bid?
  - Take forward actions from the market development event.
  - Are your polices relevant & up to date?
    - Safeguarding;
    - Business Continuity;
    - Equalities.
  - Minimum standards – what do you need?
  - Know your service offering and how to articulate it.
Open Process

Stage 1

- Opportunity will be published in the OJEU, Contracts Finder & on Proactis
- To apply you must register on Proactis
- New Suitability Assessment Questionnaire (SAQ)
  - inc self-certification, financial standing, CQC registration
Suitability Assessment Questionnaire

- Bristol City Council uses the Crown Commercial Services minimum standards. This covers:
  - Information about your organisation;
  - The bidding model being used;
  - Grounds for mandatory exclusion on convictions of offences such as bribery, corruption, fraud etc.
  - Grounds for discretionary exclusion – e.g. bankruptcy, grave misconduct, conflicts of interest.
  - Financial Status.
  - Technical & professional ability
  - Insurances – £10 million Employees – £5 Million Public liability
  - Equalities, Environmental Management, Health & Safety.
  - Blacklisting
Open Process

Stage 2 (invitation to tender)

– the assessment may include method statements around outcomes, staffing, safeguarding, business continuity etc.

- evaluation criteria – Instructions to Tenderers document
Tips for Tendering Post Advert

- Read through the Specification & the Terms and Conditions.
- Base your bid on the Specification & Terms and Conditions.
- If something is not clear, send a dialogue to the Council through the e-procurement system.
- Observe the deadlines for clarifications, don’t wait until the last minute.
- Don’t qualify your bid (place conditions upon your bid). These can not be accepted.
- Use your responses to demonstrate understanding, knowledge, experience and ability to deliver.
Tips for Tendering Post Advert

- Observe any word counts that are imposed, otherwise this could mean that this information is not taken into account.
- Don’t rely on previous knowledge or contracts held by the Council.
- Evaluators can only evaluate what is in front of them.
- Consider previous feedback.
Tips for Tendering Post Advert

- Provide all of the information requested. If you cannot provide some of the information, for whatever reason, ask for advice, this can be done through the e-procurement portal.

- Clearly explain your methodology, innovative solutions & added value.

- Don't include publicity material in your submission unless you have specifically been asked to.

- Read & answer the question fully, don’t provide a generic answer, make your answer specific to the contract.

- Ensure that all the sub-criteria/guidance points are covered within the answer, this is what you will get scored on.

- Collate, proof read, finalise, sign off and submit tender
<table>
<thead>
<tr>
<th>Assessment</th>
<th>Scores 0-5</th>
<th>Reason to award this score based on evidence provided against the criteria included</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unacceptable</td>
<td>0</td>
<td>• Does not meet the requirement;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Does not comply and/or insufficient information provided to demonstrate that the Tenderer has the ability, understanding, experience, skills, resource &amp; quality measures required to provide the service, with little or no evidence to support the response.</td>
</tr>
<tr>
<td>Serious reservations</td>
<td>1</td>
<td>• Satisfies the requirement with major reservations;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Considerable reservations of the Tenderer’s relevant ability, understanding, experience, skills, and resource &amp; quality measures required to provide the service, with little or no evidence to support the response.</td>
</tr>
<tr>
<td>Minor reservations</td>
<td>2</td>
<td>• Satisfies the requirement with minor reservations;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Some minor reservations of the Tenderer’s relevant ability, understanding, experience, skills, and resource &amp; quality measures required to provide the service with little or no evidence to support the response.</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>3</td>
<td>• Satisfies the requirement;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Demonstration by the Tenderer of the relevant ability, understanding, experience, skills, resource &amp; quality measures required to provide the service with evidence to support the response.</td>
</tr>
<tr>
<td>Good</td>
<td>4</td>
<td>• Satisfies the requirement with minor additional benefits;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Above average demonstration by the Tenderer of the relevant ability, understanding, experience, skills, resource &amp; quality measures required to provide the service;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Response identifies factors that will offer potential added value, with evidence to support the response.</td>
</tr>
<tr>
<td>Excellent</td>
<td>5</td>
<td>• Exceeds the requirement;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Exceptional demonstration by the Tenderer of the relevant ability, understanding, experience, skills, resource &amp; quality measures required to provide the service;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Response identifies factors that will offer potential added value, with evidence to support the response.</td>
</tr>
</tbody>
</table>
## Dos and Don’ts for bid writers

<table>
<thead>
<tr>
<th>Do</th>
<th>Don’t</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take time to read and understand the instructions to tenderers. Pay</td>
<td>Provide additional documents, attachments and/or refer to websites/</td>
</tr>
<tr>
<td>particular attention to submission deadline and instructions for</td>
<td>provide links that haven’t been requested</td>
</tr>
<tr>
<td>uploading and/or completing your submission</td>
<td></td>
</tr>
<tr>
<td>Make sure you understand the question, evaluation criteria (and any</td>
<td>Exceed word counts</td>
</tr>
<tr>
<td>sub-criteria) and weighting</td>
<td></td>
</tr>
<tr>
<td>Make sure your answer is relevant to the question and covers all of</td>
<td>Copy and paste from previous bids!</td>
</tr>
<tr>
<td>the criteria</td>
<td></td>
</tr>
<tr>
<td>Be concise, use bullets where appropriate</td>
<td>Assume the evaluation panel know your organisation</td>
</tr>
<tr>
<td>Complete all sections and fields</td>
<td>Repeat answers or refer to ‘see above’</td>
</tr>
<tr>
<td>Emphasise outcomes not outputs</td>
<td>Generalise – be specific</td>
</tr>
<tr>
<td>Ask if you’re not sure</td>
<td>Use jargon and abbreviations</td>
</tr>
</tbody>
</table>
Care Home Framework

- It is a framework agreement, which is open throughout its life.
- By getting on the framework you are not guaranteed any placements.
- Referral opportunities for spot placements and block contracts will be advertised by Lot.
Re-application

- What happens if my application to get onto the care home framework is unsuccessful?
- You will receive feedback as to why you were unsuccessful.
- The council will allow re-applications periodically after the contract award date.
Tender timeline

- Open Process
- SAQ
- ITT

Tender Stage
Oct 15 – Jan 16

Care Home Framework – April 16
  - Providers successful at tender awarded onto Care Home Framework

Spot Placements
April 16 onwards
  - Providers on care home framework able to make spot placement offers

Block Contracts
June 16 onwards
  - Providers on care home framework able to bid for block contracts
ProActis Contact Details

- **Web Address:**  
  https://www.proactisplaza.com/SupplierPortal

- **Email:** providetobristol@bristol.gov.uk

- **Contact:** 0117 922 3495

- **Helpdesk open:**  
  9:00 to 16:30 Monday to Thursday  
  9:00 to 16:00 Friday
15 minute Refreshment Break
Questions and Answers
Key Messages and Timescales

- Sign up to Proactis
- Tender advertised Oct/Nov 2015
- Tender Deadline – Mid January 2016
- Contracts awarded – April 2016
- Spot placements – April 2016 onwards
- Block contracts – June 2016 onwards
Thank you for attending today's provider event

- Optional Proactis demonstration – such as how to sign up, navigate the system and ensure you are set up for an e-alert

- Contact details:
  carehomecommissioning@bristol.gov.uk
Proactis Supplier Portal

Bristol City Council
What is the Proactis Portal?

- Is made up of a Supplier Portal and Buyer Portal.
- Is a tendering/procurement system accessed via the Internet where buying organisations (customers) and suppliers meet.
- Is where BCC tender/let contract arrangements valued over £15K
- Easy to use and FREE to suppliers
Why Use Supplier Portal

- Only need to register once, but can update details, when necessary
- Check the Opportunities page to view current tender opportunities
- Once registered, can be alerted to opportunities
- Can register with Bristol City Council as well as other Buyers on the Portal
Fill in your login details and click Sign In.
Click on Opportunities to access tender opportunities.

Click on your company name to update details within Your Business.
Your Opportunities

From here you can review the requests that have been sent to you by customers and create responses.

Search by customer reference, title or customer name...

<table>
<thead>
<tr>
<th>Reference</th>
<th>Customer Name</th>
<th>Title</th>
<th>Type</th>
<th>Closing Date</th>
<th>Time Remaining</th>
<th>Show Me</th>
</tr>
</thead>
<tbody>
<tr>
<td>REQ1000009</td>
<td>Avanta Enterprise Ltd.</td>
<td>Avanta Test 4</td>
<td>Advertised</td>
<td>30/04/2015 23:59</td>
<td>7 hours 3 minutes</td>
<td>Show Me</td>
</tr>
<tr>
<td>EREQ1000252</td>
<td>Bristol City Council</td>
<td>Supply of Computers</td>
<td>Private</td>
<td>19/06/2015 12:00</td>
<td>1 month 19 days</td>
<td>Show Me</td>
</tr>
<tr>
<td>ERFX1000270</td>
<td>Cardiff Council</td>
<td>DPS - Domiciliary Care Provision</td>
<td>Advertised</td>
<td>31/12/2016 23:59</td>
<td>More than a year</td>
<td>Show Me</td>
</tr>
<tr>
<td>1000020</td>
<td>Somerset County Council</td>
<td>DPS - Term for Taunton Taxi routes</td>
<td>Advertised</td>
<td>01/03/2018 23:59</td>
<td>More than a year</td>
<td>Show Me</td>
</tr>
</tbody>
</table>

Click on the Show Me arrow to open the Request.
ABC Organisation invites all potential providers of Transport and people carriers in and around the SW state. This arrangement will be in place between 01/03/2015 and 01/03/2018.
Click on Request Documents to see the list of documents to download which will explain how and what we expect you to submit.
Click on Questions tab and follow the instructions. Click on Validate and Save after answering each question.
Click on Attachments to upload documents if requested to do so.

To load an attachment:
- Click “Select a type” and choose General Document
- Click on “Attach files” and find your document.
- Then click on “Upload files”. This button will only show when you have attached a document.
Decline tab to be used if you no longer wish to participate.

Messages tab to be used if you wish to communicate with us.
When you have uploaded your response documents click on Submit.
On-screen confirmation of submission. An email will follow to confirm.
Can retract submission using Amend & Resubmit but MUST submit again before deadline.
New System

- We are currently in the process of procuring a new E-tendering system.
- We hope to have the new system implemented by Early December.
- Adequate training and support will be provided once the new system is in place.
- The new system will be intuitive and contain online help tools/links.
Contact Details

• Web Address: www.proactisplaza.com/supplierportal

• Email: providetobristol@bristol.gov.uk

• Contact: System Admin Team 0117 92 23495