

CSS Market Development Day

17th May 2015

People Directorate

Adult Commissioning

Slide 1



Introduction

- Introductions
- Housekeeping

Purpose of this event

- 6 weeks away from launch of CSS tender: opportunity to brief you on tender process and key dates
- Opportunity for you to plan your resources in July to respond to tender
- Opportunity for you to raise questions with CSS commissioners at this stage and for us to provide responses if we can

Agenda

1	09:30 – 09:45	Arrivals and registration
2	09:45 – 09:50	Welcomes, introductions and purpose of the day
3	09:50 – 10:05	Update on process, and key messages from lead commissioner
4	10:05 – 10:30	What we want to commission in the future

15 minute break

5	10:45 – 11:05	The tender process
6	11:05 – 11:15	Building provider networks and exploring collaborative opportunities
7	11:15 – 11:30	Developing Supported Living Market
8	11:30 – 12:00	Opportunity for providers to network
9	12:00	Event Closes

CSS Commissioning - the journey so far

- Process started May 2015
- Analyse, Plan, Do, Review (commissioning cycle)
- Completed 'Analyse' and 'Plan' phases
- Now a focus on 'Do' starting with tender process
- **Healthy process so far:** engagement with and learning from providers and service users; formal consultation process on commissioning strategy; open conversations about approach to pricing and quality, and about the opportunities and risks of change
- Certain constraints on BCC e.g. revealing price ranges pre-tender

Key Messages from Lead Commissioner

- Seeking political approval for this re-commissioning: June 22nd 2016
- Tender launch: end June/early July 2016
- Four week response from providers (July/early August 2016 = key time for providers)
- BCC evaluation of tenders: August and September 2016
- Confirmation of whether a provider is on the Framework = October /November 2016
- Implementation Plan kicks in October/ November 2016
- Existing CSS contracts run till December 2016

Key Messages from Lead Commissioner

- **First step is to get on the Framework:** show evidence of being able to work to new standards in new specification, to new performance review process and deliver within new price ranges
- Part of BCC'S role/VOSCUR/CSS Provider Forum is to support you to get on the Framework
- For existing service users, if current provider gets onto Framework – support package continues for up to 12 months
- For existing service users, if current provider does not get onto Framework, BCC will take a proportionate approach for how we deal with it i.e. support provider to meet standards if not far off criteria or support package will be tendered via DPS
- For new service users, support packages will be advertised for all Framework providers to bid for via DPS
- Appreciate that this is new and different: the aim is to continue having a diverse CSS provider base but need to ensure quality, value for money services that meet agreed outcomes

Key Messages from Chair of CSS Provider Forum

- Huge Commissioning Process – CSS is diverse and complex
- BCC has lead an open process and has flexed according to feedback e.g. extending timeframe to point of tender
- Challenges ahead
 - Providers uncertainty – as of yet have not had the opportunity to see the final service specification, PMF or price ranges.
 - What support will be provided for providers to work through the tender process
 - BCC to learn lessons from past/ current commissioning exercises e.g. residential and domiciliary care
 - Importance of clarifying post-tender implementation



What we want to commission in the future

Community Support Services that enable service users to meet their outcomes and maximise their independence and wellbeing.

Service Specification

- Services are split into two categories:
 - Accommodation based support
 - *Support provided within someone's home to enable and maintain independent living.*
 - Non – Accommodation based support
 - *Support provided outside of someone's home to enable and maintain independent living.*

Service Specification (2)

Maximising Wellbeing and Independence



Services to enable outcomes

Accommodation Based Support

- Support provided within someone's home to enable and maintain independent living
 - Currently commissioned as ABS, Carers Sitting Service (Time for you)

Non-Accommodation Based Support

- Support provided outside of someone's home to enable and maintain independent living
- Currently commissioned as Community Outreach, Day Services.

Service Specification (3)

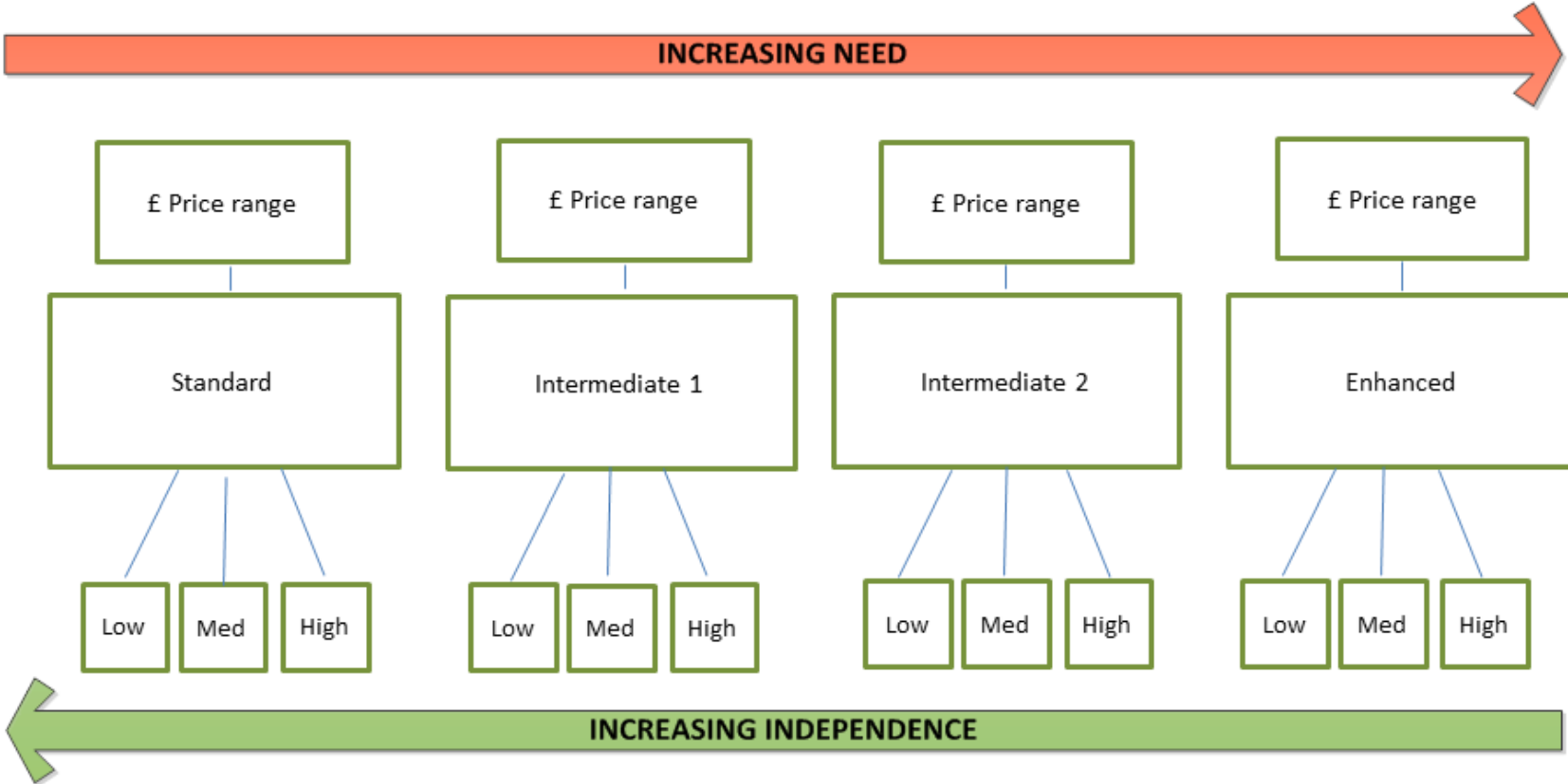
Enabling independent living through access to travel		
Service User Outcome:		Examples of Evidence
<p>The Service User will use appropriate travel options in order to live as independently as possible. This may mean use of public transport, community transport, <u>their own</u> private transport (e.g. Motability) or transport provided by the CSS provider.</p> <p><i>'I can get from place to place' 'I can get from place to place independently'</i></p>		
Service Outcome:		
<p>The service will support Service Users to access appropriate travel options, always trying to maximise the person's independence balanced with safety.</p>		
No	Standard	
1.	Service User to be given a choice of travel options that are affordable	
2.	Service User to be given the choice to arrange their own travel options if they wish.	
3.	The Provider will promote the travel options that are available for Service Users to enable them to make a decision.	
4	The Provider will keep appraised of current travel options and promote these options to Service Users. The options may include walking, public transport, taxis, the various Community Transport providers, dedicated hospital or supermarket transport or access to bicycles.	
5	The Provider will signpost and support Service Users to access benefits, where applicable, that may enable them to have their own independent transport.	
6	The Provider will have accurate information available to Service Users on transport timetables and accessibility options, such as Safe / Better Journey Cards.	
7	The Provider will ensure that Safeguarding and Risk assessment plans are completed used and reviewed regularly.	
8	The Provider will support Service Users to access 'travel buddies' as appropriate.	

How services will be priced

- Aligning costs with need
- Introducing price ranges per ‘band’ of need.
- More transparent and equitable pricing methodology



CSS Pricing model





Performance Management Framework

- CSS performance management framework will consist of
 - 6 monthly reporting of key performance indicators (KPIs) linked to outcomes within the specification
 - More emphasis on self assessment by providers with oversight & analysis by BCC contract management
 - Targeted and proportionate quality assurance visits focussed on providers meeting agreed outcomes and agreed standards in the new CSS specification

Performance Management Framework (2)

Key Performance Indicator	Service Standard	Measure	Target	Source of Information
Number of SUs supported to live their daily lives with dignity & feel respected		Number of SUs that have been consulted & provided input into how their care needs and outcomes are met Quality of provider engagement with service users, family members, advocates	100%	Service User Support Plan Service user feedback
		Number of SUs who have been supported to maintain their cultural, religious, gender, sexual orientation or spiritual identity	100%	Service User Support Plan
		Number of SUs who have had a Support Plan Review in the past 12 months Quality of that review process	100%	Service User Support Plan Review Service user feedback

How we will commission services

1

- Tender Process

2

- Successful providers awarded contract for 'Open Framework Agreement'

3

- Services brokered using ProContract to inform providers of packages of care and support

15 minute Tea and Coffee Break



Community Support Services Open 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 made through ProContract.

Open Framework – Tender Process

- Suitability Assessment Questionnaire
- Tender Questions – Service Delivery
- 4 lots – Day Services, Accommodation Based Support, Community Outreach, Time for You (carers)

Tender Documents

- Tenderers guidance document
- Commissioning Plan
- Service Specification
- Terms and Conditions – open framework, block, spot
- Payment Mechanism
- Performance Management Framework
- Tender Questions & Criteria – respond on-line

Procurement lots

- The framework will be divided into Lots
- E-alerts will be sent to providers on the framework according to Lot and SU category
- Complete Category Selection Template to select SU categories
- You can't deliver the service if not on the Lot
- You won't receive e-alerts if you aren't on that Lot and haven't selected the SU category
- You can apply for multiple lots
- Additional question for Accommodation Based Support Lot

Indicative Timetable

DATE	STAGE
June/July 2016	CSS open framework opportunity published
June/July 2016	Clarification period opens
2 weeks before tender deadline	Clarification period closes
July/ August 2016	Tender submissions due in
October 2016	Evaluation / Board approval
October/November 2016	Provisional contract award
October/November 2016	Contract award

* All dates subject to change

Open Process

- Opportunity will be published in the OJEU, Contracts Finder & on ProContract
- To apply you must register on ProContract
- Suitability Assessment Questionnaire (SAQ) - inc organisation details, self-certification, financial standing, insurances, references

Open Process

- Contract specific questions/method statements
- Possible topics include: outcomes, promoting independence, staffing, safeguarding, business continuity, equalities
- Sub-criteria, weightings

Tender Questions, Sub-Criteria & Weightings

Question Category	Word Count	Question	Question Weighting	Sub Criteria	Sub Criteria Weighting
Outcomes	1000	How does your organisation operate?	10.00	Sub criteria 1:	25.00
				Sub criteria 2:	25.00
				Sub criteria 3:	25.00
				Sub criteria 4:	25.00



Scoring Matrix		
Assessment	Scores 0-5	Reason to award this score based on evidence provided against the criteria included
Unacceptable	0	<ul style="list-style-type: none"> Does not meet the requirement; Does not comply and/or insufficient information provided to demonstrate that the Tenderer has the ability, understanding, experience, skills, resource & quality measures required to provide the service, with little or no evidence to support the response.
Serious reservations	1	<ul style="list-style-type: none"> Satisfies the requirement with major reservations; Considerable reservations of the Tenderer's relevant ability, understanding, experience, skills, and resource & quality measures required to provide the service, with little or no evidence to support the response.
Minor reservations	2	<ul style="list-style-type: none"> Satisfies the requirement with minor reservations; Some minor reservations of the Tenderer's relevant ability, understanding, experience, skills, and resource & quality measures required to provide the service with little or no evidence to support the response.
Satisfactory	3	<ul style="list-style-type: none"> Satisfies the requirement; Demonstration by the Tenderer of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the service with evidence to support the response
Good	4	<ul style="list-style-type: none"> Satisfies the requirement with minor additional benefits; Above average demonstration by the Tenderer of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the service; Response identifies factors that will offer potential added value, with evidence to support the response.
Excellent	5	<ul style="list-style-type: none"> Exceeds the requirement; Exceptional demonstration by the Tenderer of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the service; Response identifies factors that will offer potential added value, with evidence to support the response

Re-application

- What happens if my application to get onto the community support services framework is unsuccessful?
- You will receive feedback as to why you were unsuccessful
- Providers can submit a re-application through ProContract at any time
- The council will evaluate any new bids periodically (TBC).

Tips for Tendering

- Read through the tender documentation
- Base your bid on the Specification and Terms & Conditions.
- If something is not clear, send a clarification message to the Council through ProContract.
- 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

- 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

- 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 or additional appendices 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.
- Proof read, finalise, sign off and submit tender

Log In

User Name

Password

[Forgotten your username or password?](#)

[Continue](#)

Welcome to ProContract

Already registered?

Simply enter your chosen username and password and click 'Continue'

New to ProContract?

Suppliers - If you are not currently registered on the ProContract procurement portal, you can complete a simple registration process by clicking the following link - [Register free](#)

Migrated from ProContract Version 2?

If you are currently registered with a ProContract Version 2 procurement portal and the procurement portal has migrated to Version 3 your details have been automatically transferred, however for security and account validation you will be required to reset your password by following the instructions outlined in the following link - [First time login following migration](#)

Still need help?

Please visit the [help center](#) where you can access an extensive help library, FAQ's, videos and guides

Help Centre
contains video
tutorials and how
to guides

Supplier Help Videos

- ⑩ **Completing Registration:**

[https://supplierhelp.due-north.com/lib/Supplier Registration.wmv](https://supplierhelp.due-north.com/lib/Supplier%20Registration.wmv)

- ⑩ **Expressing Interest:**

[https://supplierhelp.due-north.com/lib/Expressing Interest in an Opportunity.wmv](https://supplierhelp.due-north.com/lib/Expressing%20Interest%20in%20an%20Opportunity.wmv)

- ⑩ **Responding to Opportunity:**

[https://supplierhelp.due-north.com/lib/Responding to an Online Evaluation.wmv](https://supplierhelp.due-north.com/lib/Responding%20to%20an%20Online%20Evaluation.wmv)

- ⑩ **Messaging:**

[https://supplierhelp.due-north.com/lib/Messaging Facility.wmv](https://supplierhelp.due-north.com/lib/Messaging%20Facility.wmv)

ProContract Contact Details

Technical Support for ProContract

- Email: support@due-north.com
- Tel: 01670 597137
- 08:30 -17:30 Mon – Fri

Tender questions

- via messaging function in ProContract

Building provider networks and exploring collaborative opportunities

- Encourage providers to build networks
- Be active participants in forums, partnership boards etc.
- Linking in with existing resources – Voscur etc.

Market Development for Supported living



Helen Pitches – Commissioning Service Manager

Russell Henderson – Commissioning Officer

Luis Palacios – Project Team support

Developing Supported Living

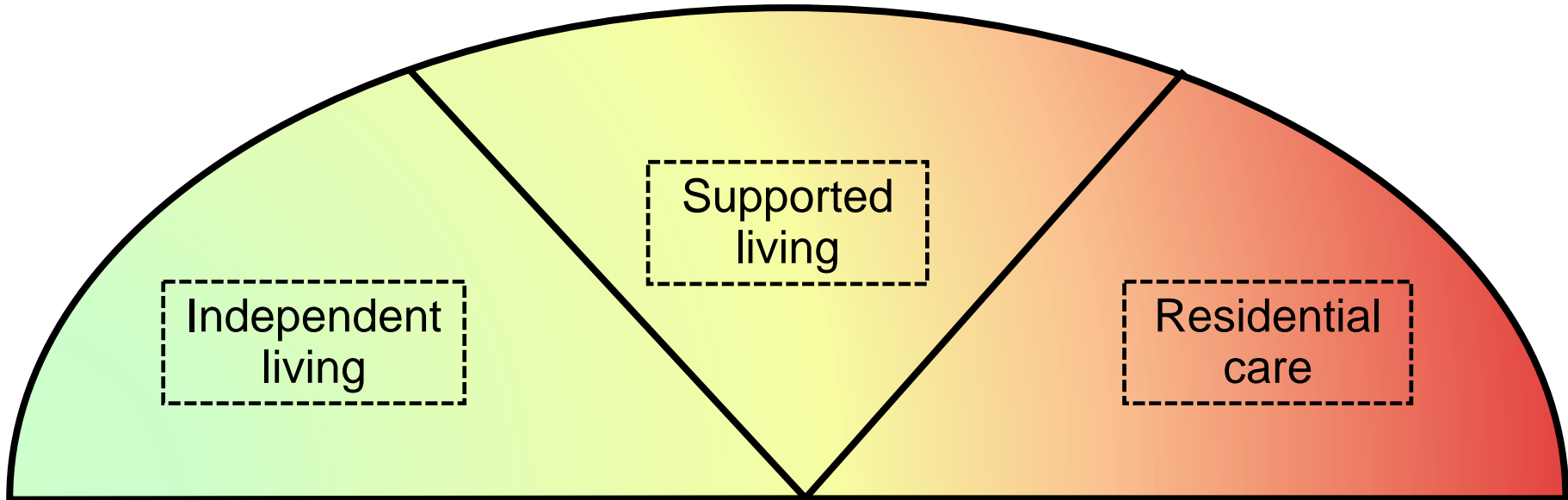
- BCC are looking at how to develop the supported living market in Bristol
- We are doing this because
 - Increasing demand for supported living
 - Gap in provision / we may not be best utilising accommodation in Bristol
 - No clear pathway for service users
 - Using resources better

Mission Statement

- Analyse information held by Bristol City Council and consult with Providers.
- Streamline/Maximise use of current resources.
- Develop new products in response to unmet need.



INCREASING NEED



INCREASING INDEPENDENCE

Overarching principles

Fill up all available accommodation

Deescalate appropriate SU

Source more accommodation

People Directorate

Adult Commissioning

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Next steps and associated products

- Market position Statement – June 2016

Appendix detailing Bristol city Councils commitment to expanding Supported living options and forecasting need for the next 5 years.

- On-going market development

Providing support and information to providers to tailor their service to need. Identifying future commissioning need. Identifying and clarifying pathways for Service users whose destination is likely to be Supported or Independent living.

Provider Feedback

Provider feedback so far is indicating that providers feel that current challenges are;

- Filling voids
- Finding suitable referrals for shared living environments
- Having clear pathways for Service users ready to become more independent.

To plan for future demand;

- Providers would like to know demographics of people leaving residential college who will be looking for shared accommodation
- Having greater information as to how to work in partnership with Housing providers
- This information is currently informing the information that will be produced for the Accommodation based support Market Position Statement and will impact on how Bristol City Council makes the best use of current resources – sharing information appropriately with the market.

Accommodation Based Support Survey Monkey <https://www.surveymonkey.co.uk/r/2CDQYYJ>

Final messages

- Thanks as always for your time, energy and commitment to this commissioning process
- Cannot do this without you, your expertise and capacity
- This process will inevitably present opportunities and challenges for your business
- Please keep talking with us
- Please put in a tender
- Let's commission and deliver quality, value for money services to some of the most vulnerable people in our City

Thank you

www.bristol.gov.uk/csscommissioning

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