

Community Support Services Mid-Tender Event

27th September 2016

13:30 – 15:30

The Conference room, City Hall



People Directorate



Purpose

Provide information on:

- What we want to commission
- How we want to commission
- How to tender for this opportunity



People Directorate



What cannot be discussed today

- Cannot answer questions about the tender
- Cannot have individual conversations between commissioning and provider(s)



People Directorate



Agenda

Item	Time	Description	Lead
1	13:30	Arrivals	
2	13:40	Welcome and housekeeping	Lucia Dorrington, Lead Commissioner
3	13:45	Broader context	Lucia Dorrington, Lead Commissioner
4	14:55	Overview of services we are commissioning and how we will commission	Catherine Martin, Commissioning Manager
5	14:15	The tender process	Cheryl Hansford, Procurement Specialist
6	14:30	Drop in session for tender process and systems support	CSS Project Team



People Directorate



Housekeeping



People Directorate



Broader Context

- The Care Act, which came into force on 1st April 2015, brought the biggest changes to adult social care for over 60 years. With that came a number of requirements including:
- Ensuring the health and wellbeing of adults is at the heart of every decision
- Preventing delay and reducing need through early intervention
- Providing information, advice and guidance to all adults and carers
- Provision of independent advocacy
- New rights for carers
- New national eligibility criteria



People Directorate



Broader Context

- Our customers and the City we serve is changing*:
- Population increase – between now and 2037, there is a projected increase of 85,600 people in Bristol
- Change in age structure – there are more births and more children, but equally the population is getting older as people live longer
- High numbers of carers - the last Census showed 40,138 carers in Bristol – that's 13.5% of the Bristol population
- Increasing diversity – in Bristol there are 187 countries of birth, 45 religions and 91 main languages spoken.
- Inequality – some areas of the city are ranked among the most deprived 10% in England. This includes Whitchurch Park, Hartcliffe, Filwood and Lawrence Hill.
- All these factors have an impact on the way we are able to support our growing and aging city and deliver services.



People Directorate



Broader Context – Three Tier Model



People Directorate



Context – CSS re-commissioning

- Community Support Services (CSS) are statutory adult social care services for citizens with assessed social care needs delivered within the community or an individual's home
- CSS are provided to citizens with learning disabilities, mental ill health, physical, sensory impairments, acquired brain injury and older people (age related frailty, dementia)
- Aim is to promote independence and well being and reduce demand for more intensive forms of care
- The CSS budget is £14.4m. However, in 15/16 the annual spend was £19m
- Currently there is limited transparency regarding CSS prices paid to providers and needs and cost are not aligned and unclear quality standards
- Not been reviewed or re-commissioned since 2008, generally non CQC regulated



People Directorate



Overview of services we are commissioning



People Directorate



What are Community Support Services? (1)

- Community Support Services (CSS) are statutory adult social care services delivered within the community or an individual's own home
- Services meet eligible social care need as assessed in a statutory assessment based on national eligibility criteria
- CSS are provided to those with social care needs such as, learning disabilities, mental ill health, physical and sensory impairments, acquired brain injury and older people.
- Aim is to promote independence and well being and reduce demand for more intensive forms of care



People Directorate



What are Community Support Services? (2)

CSS Service Specification includes:

- 4 sets of quality standards per service area
 - Supported Living (formerly known to as Accommodation Based Support)
 - Support to access the community (formerly known as Community Outreach)
 - Day Services
 - Time for You (carers service)
- Quality standards for all providers
- 10 CSS outcomes



People Directorate



Supported Living

- Support provided with accommodation
- The support and landlord function can be commissioned in two different ways
 - The landlord is separate to the support provider
 - The landlord is the support provider
- Support to enable and promote independent living skills, to meet agreed outcomes within an individual's support plan
- Providers are required to meet the standards within the service specification, including accommodation standards



People Directorate



Support to access the community

- A service that goes to the service user and enables them, where appropriate, to access support in the local community to meet their agreed outcomes
- Support may encompass purposeful activity or support to enable and gain independent living skills
- Providers are required to meet the standards within the service specification.



People Directorate



Day Services

- Support provided within the community with access to a base, which service users may access if stated on their support plan
- Service may encompass purposeful activities, social interaction and support to enable and gain independent living skills
- The service may be provided during the week or at weekends and may be a daytime service or offered in the evenings
- Providers are required to meet the standards within the service specification.



People Directorate



Time for You (carers support)

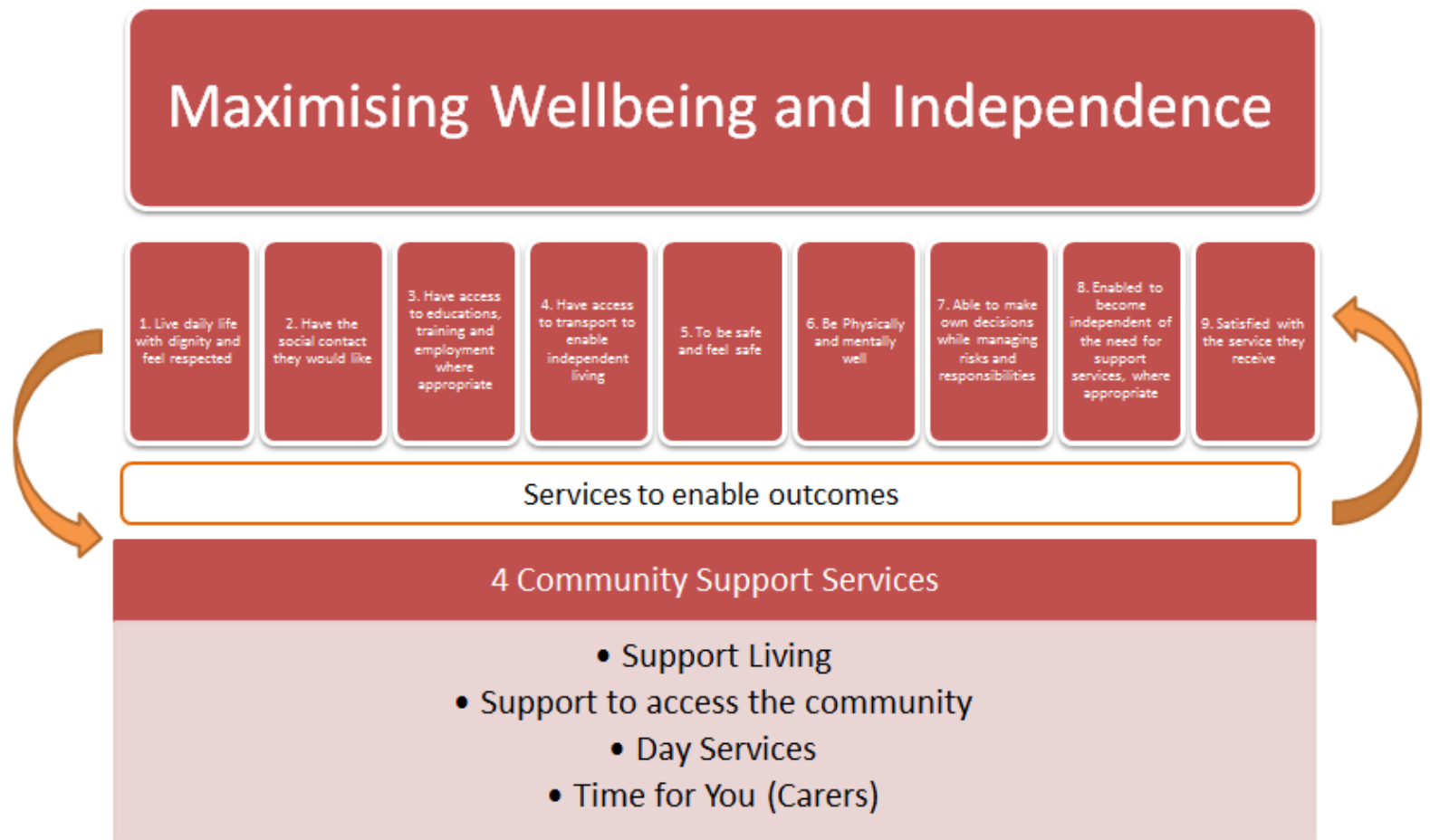
- A service that provides a short break or additional support to enable the carer to take a break by providing cover arrangements for the cared for person
- Support may include building /maintaining community links to facilitate inclusion in the wider local community. This may include, though is not limited to, leisure and vocational activities
- Providers are required to meet the standards within the service specification.



People Directorate



CSS Outcomes



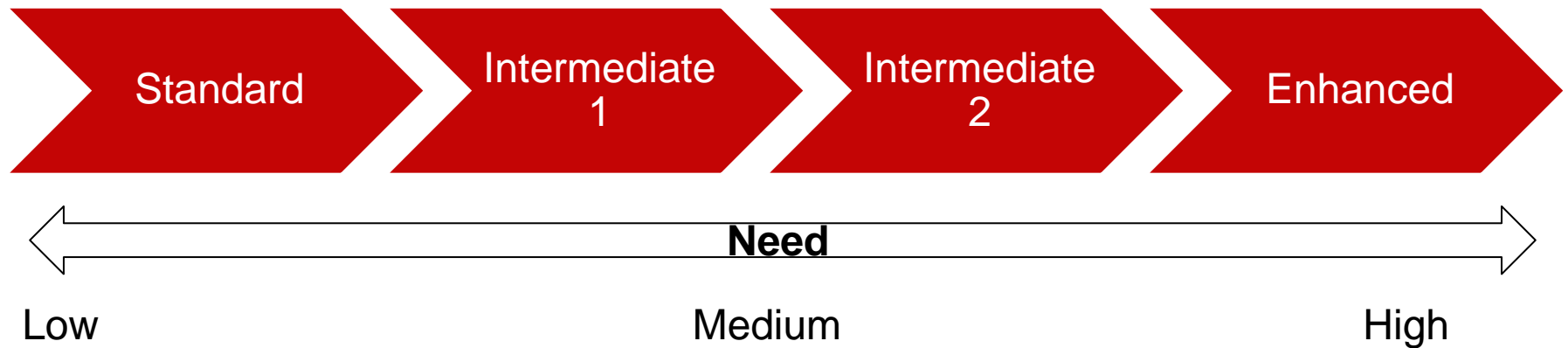
People Directorate



How Services will be priced (1)

Four price bands

- Each band will include a price range, e.g. £x - £x
- Need and cost are aligned, i.e. the standard band would typically relate to lower need



People Directorate



How Services will be priced (2)

- Band linked to service user need via a pricing tool
- Pricing tool links certain factors e.g. support ratio, capacity to engage with the service etc. with a need band
- Pricing tool to be used by social workers / practitioners during the support planning process



People Directorate



How Services will be priced (3)

Supported Living

- 4 price bands
- Sleep in / Waking Night rate

Support to access the community

- 4 price bands

Day Services

- 2 price bands

Time for you

- 1 price band



People Directorate



Overview of how services will be commissioned



People Directorate



Commissioning model

- Providers will be on an open framework; new providers can apply throughout the life of the framework periodically
- There will be four lots (i.e. groups) for the four categories of care
- All services will be brokered electronically via Bristol City Council's e-procurement system ProContract.



People Directorate



Placement Process

1

- Assessment and Support Planning Process – which identifies needs, strengths, wishes and outcomes

2

- Support Plan sent out via Brokerage to appropriate CSS providers

3

- Providers review information sent which includes background information, support needs and price band (s). Providers respond back to the council to confirm if they can meet the needs and submit a price within the range of the identified band

4

- BCC will evaluate the submissions received. The contract will typically be awarded to the provider that demonstrates that they can meet an individuals need and that offers best value for money



People Directorate



Exceptions

- In exceptional cases the Council may choose to not use the framework.
- Further detail to be included in the commissioning plan document, but will include:
 - Negative experience of the provider that cannot be remedied
 - Service users wants a direct payment in order to receive support from a different provider not on the shortlist



People Directorate



The Tender Process



People Directorate



What is the CSS Open Framework?

- It is a framework agreement, which is open throughout its life.
- By getting on the framework you are not guaranteed any placements but have the opportunity to apply to provide packages of care.
- Referral opportunities for spot placements and block contracts will be made through ProContract.



People Directorate



The Tender Process

- Suitability Assessment Questionnaire
- Tender Questions – Service Delivery
- 4 lots – Day Services, Supported Living, Support to Access the Community, Time for You (carers)
- Can apply for multiple lots
- Cannot provide services if not on relevant lot
- Tender questions split into parts
- Minimum requirements and scores



People Directorate



Tender Documents

- Instructions to Tenderers
- Specification - including price bands
- Commissioning Plan
- Terms & Conditions - Open Framework Agreement, Spot, Block contracts
- Payment Schedule
- Performance Management Framework



People Directorate



Tender Submission – Suitability Assessment Questionnaire (SAQ)

- 1 SAQ per organisation – not each individual service
- Organisation details
- Accounts – for applicant organisation AND ultimate parent company – 2 years, audited accounts (if under threshold – signed accounts)
- Insurance confirmation
- Confirm that you don't blacklist
- H&S, environmental management, equalities findings/enforcements



People Directorate



Tender Submission – Category Selection Template

- Indicate which lots you are applying for
- List services you wish to put forward for each lot, with contact details
- Indicate which service user categories each service supports e.g. mental health, acquired brain injury
- Additional information regarding Supported Living services e.g. accommodation type, capacity, ownership
- Determines which further competition opportunities you are made aware of



People Directorate



Tender Questions and Criteria

- Tender Questions and Criteria document
- Use text boxes to respond to questions
- Word limits apply
- No additional documents/appendices unless specifically requested in the question



People Directorate



Tender Questions and Criteria

Question Category	Word Count	Question	Question Weighting	Sub Criteria	Sub Criteria Weighting
Individuals are safe	1000	How does your organisation operate in a way that ensures residents live in safety and with dignity?	10.00	Safety: Demonstrate the practice and policies used by your organisation to assess risk and ensure the safety of residents and staff. This should, where appropriate to services delivered, include reference to; prevention of falls, moving and handling residents.	25.00
				Prevention of Abuse: Demonstrate how staff are trained to prevent and identify the potential of abuse towards residents. This should include reference to practices that are in place to minimise the risk of any form of abuse of residents.	25.00
				Health of residents: Demonstrate that your organisation is proactive in minimising the level of medical intervention residents require. This should, where appropriate to services delivered, include reference to; preventing unplanned hospital admissions, minimising residents dependency on medication (e.g. through diet) and health interventions (e.g.GP visits).	25.00
				Dignity: Demonstrate that your organisation supports residents to live with dignity. This should include, where appropriate to services delivered, reference to; the different stages of the lives of residents (e.g. the process of moving into the home and settling there, the lifestyle they want whilst living at the home and their end of life wishes).	25.00



People Directorate



Social Value

The Public Services (Social Value) Act, requires all public bodies in England and Wales to consider how the services they commission and procure might improve the economic, social and environmental well-being of the area.

Examples of social value:

- Economic: Increasing local employment
- Social: Giving something back to local communities
- Environmental: Reducing waste/omissions, increased reuse/recycling



People Directorate



Social Value - Examples

- A community childcare organisation that invests in programmes to help local long-term unemployed people into childcare training, qualifications and employment.
- A transport company that tenders for a contract to run bus routes and offers to provide added value through the additional delivery of a community dial-a-ride service.
- A housing management organisation that wins a contract to undertake property maintenance and repair work, and offers to provide Social Value by promoting careers in construction and trades to local schools, and committing to employing young people.
- A health contract which, based on consultation with service users, includes criteria such as investing in employees, the ability to evidence training, improved motivation and outcomes, and also the ability to meet the desires of the community.



People Directorate



Social Value – Responding to the Tender Question

- Focus your response on what you will do during this contract to deliver social value - future actions not historic examples
- Contribute to social value over and above the specific contract requirements
- Be specific and give examples
- Additional social value could be economic, social or environmental
- <https://www.bristol.gov.uk/tenders-contract/procurement-rules-regulations>



People Directorate



Tendering Tips

- Ensure responses cover all sub-criteria
- If the questions asks you to “demonstrate” make sure your response demonstrates rather than just states
- Responses should be about your approach in this contract and about the future
- Support your response with examples of how you have done things before
- Don't attach additional documents/appendices unless specifically requested in the question
- Treat each question in isolation – do not cross reference responses
- Define any abbreviations you use

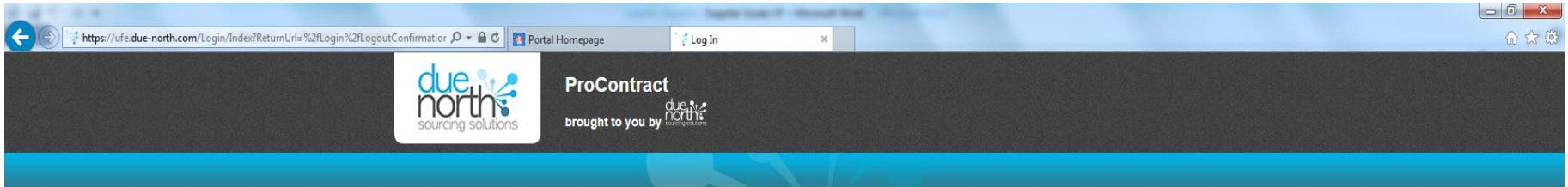


People Directorate



System Navigation - ProContract

- <https://procontract.due-north.com>



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



People Directorate



System Navigation - ProContract

- Register interest in the contract
- Click 'Start my Response' button
- Access to tender documents
- Access to submit tender response
- Access to ask clarification question and receive response to questions asked by other interested providers



People Directorate



System Navigation - ProContract

Cheshire - ITT41

▼ Main details

Title: Example ITT

Respond by: 03/14/2015 21:30:00

Description:
Example ITT


▼ Public attachments

Public attachments can be viewed by all procurers and suppliers involved in this rfx

[ITT Attachment.docx](#)12 KB

[Specification & Requirements Document.docx](#)12 KB

▼ Terms & conditions

 [Standard Legal Terms](#)

Time remaining

2

Days

6

Hours

5

Minutes

28

Seconds

Messaging

You have 0 unread message(s).

[View messages](#)

▼ Response controls

Start my response

[Register intent to respond](#)

[No longer wish to respond](#)

▼ My responses

You have not yet started your response.



People Directorate



System Navigation - ProContract

The screenshot shows the ProContract web application in a browser window. The address bar displays <https://procontract.due-north.com>. The page layout includes a top navigation bar, a main content area, and a footer.

Supplier reference:

Evaluation criteria/question sets

Title	Action	Progress
Part A - Suitability Assessment Questionnaire	Edit response	<div></div>
Part B - Service Delivery	Edit response	<div></div>
Part D - Declarations	Edit response	<div></div>
Category Selection Template	Edit response	<div></div>
Part C - Staff (For Nursing Homes only)	Edit response	<div></div>

Response controls

[Submit response](#)

[Open response wizard](#)

Submission checklist

- ☐ Evaluation criteria/question sets

Audit history

[View audit history](#)

Attachments

No attachments

[Add attachment](#)

Footer:

[Terms and Conditions](#) | [Privacy](#) | [Accessibility](#)

[Secure Site](#)

due north
sourcing solutions

15:53
15/03/2016



People Directorate



System Navigation - ProContract

Identified by Go Daddy ... View evaluation questions

Title	Weight: %	Section status	Status	Flag
1 Quality Assurance	Incomplete section	Section weight: 14.00%		
1.1 How does your organisation identify and address problems in your homes and deliver service improvement?	Incomplete section	Section weight: 58.00%		
1.1.1 How does your organisation identify and address problems in your homes and deliver service improvement?	0.00%	Answer question		
1.1.2 Sub Criteria 1 - QA Systems: Demonstrate how your organisation uses quality assurance systems and processes to identify and address problems and improve service quality.	25.00%	For internal use only		
1.1.3 Sub Criteria 2 - Staff: Demonstrate how your organisational structures, training and culture support staff to identify, report and address problems and improve service quality.	25.00%	For internal use only		
1.1.4 Sub Criteria 3 - Stakeholders: Describe how your organisation works with other stakeholders (e.g. residents, family, CQC, commissioners) to identify and address problems and improve service quality.	25.00%	For internal use only		
1.1.5 Sub Criteria 4 - Whistleblowing: Describe how your organisation would deal with whistleblowing. This should include reference to; how you encourage this, what action you would take and the outcomes for the whistleblower and the whistleblowing process across the organisation.	25.00%	For internal use only		

Key

- The answer provided is valid and complete.
- The answer has been automatically populated from a previous answer but it must be reviewed before submission.
- Mandatory elements of this question have not been provided.
- The question has been flagged for review.

Public attachments

Tender Questions & Criteria - FINAL v2.pdf	181 KB
--	--------

People Directorate



System Navigation - ProContract

The screenshot shows the ProContract web application interface. The browser address bar displays <https://procontract.due-north.com>. The header features the 'due north sourcing solutions' logo and the text 'ProContract brought to you by due north sourcing solutions'. A navigation bar includes links for Home, Find opportunities, My activities, My contracts, Help, Dummy Supplier, Your account, and Logout. A notifications badge shows 31 items.

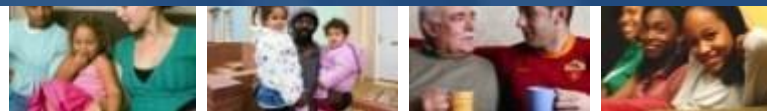
The breadcrumb trail reads: Home > My activities > CAR - Care Home Open Framework - Adult Residential and Nursing Care > CAR - Care Home Open Framework - Adult Residential and Nursing Care.

The main content area is divided into several sections:

- My response**: 1652646 Draft
- Additional information**: Includes a field for 'Supplier reference:' and an 'Edit' link.
- Evaluation criteria/question sets**: A table with columns for Title, Action, and Progress.
- Time remaining**: Respond by: 13 April 2016 12:00:00. A green bar shows 28 Days, 1 Hour, 40 Minutes, and 41 Seconds.
- Response controls**: Includes a 'Submit response' button (circled in red) and a link to 'Open response wizard'.
- Submission checklist**: Shows a red square next to 'Evaluation criteria/question sets'.
- Audit history**: A section at the bottom right.

Title	Action	Progress
Part A - Suitability Assessment Questionnaire	Edit response	<div></div>
Part B - Service Delivery	Edit response	<div></div>
Part D - Declarations	Edit response	<div></div>
Category Selection Template	Edit response	<div></div>

People Directorate



System Navigation - ProContract

- **Completing Registration:**

<https://supplierhelp.due-north.com/lib/Supplier Registration.wmv>

- **Expressing Interest:**

<https://supplierhelp.due-north.com/lib/Expressing Interest in an Opportunity.wmv>

- **Responding to Opportunity:**

<https://supplierhelp.due-north.com/lib/Responding to an Online Evaluation.wmv>

- **Messaging:**

<https://supplierhelp.due-north.com/lib/Messaging Facility.wmv>



People Directorate



ProContract Contact Details – System Issues

ProContract eTendering System

- Email: ProContractSuppliers@proactis.com
- Tel: 01670 597137
- 08:30 -17:30 Mon – Fri



People Directorate



Clarification Questions

- Only through ProContract – messaging function
- Responses shared with all who have expressed an interest
- Submit by the deadline for Clarification Questions



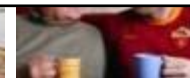
People Directorate



Key Dates

Indicative timescales are shown below:

Activity	Deadline
Tender issued on ProContract	8 th September 2016
Mid-Tender Event	20 th September & 27 th September
Clarification question deadline	Friday 30 th September 12 noon
Tender deadline	Friday 21 st October 12 noon
Contract awards	December 2016
Implementation commences	January 2017



Key messages

1

The new commissioning model is outcomes focussed and establishes a more transparent pricing structure.

2

A transparent tender process - by securing a place on the framework providers are not guaranteed any work: a place on the Framework enables providers to be eligible to apply to deliver individual support packages

3

The commissioning model will apply to new and existing packages. All providers must be on the framework to provide a CSS services.

4

Service user choice will be considered and taken into account throughout the assessment and placing process. Typically all packages will be put through ProContract and awarded to the provider that can meet the identified needs and offer best value, unless an exception applies.

People Directorate



Drop in Session for Process and System Support



People Directorate



Contact Details

- **CSS Commissioning webpage –**
 - www.bristol.gov.uk/csscommissioning
- **CSS Commissioning email address –**
 - csscommissioning@bristol.gov.uk



People Directorate



Thank you for attending



People Directorate

