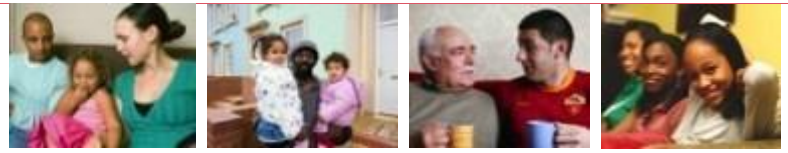
Community Support Services Pre-Tender Event

16th August 2016

10:00 – 13:00

The Writing Room, City Hall

People Directorate



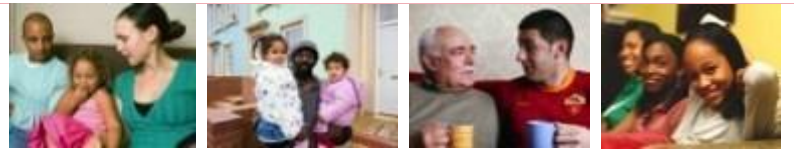
Purpose

Provide information on:

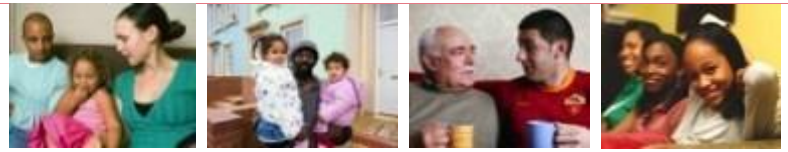
- What we want to commission
- How we want to commission
- How to tender for this opportunity

Agenda

AGENDA		
Item	**Description**	**Lead**
1	Housekeeping	Catherine Martin
2	Overview of the services we are commissioning	Catherine Martin
3	Overview of how services will be commissioned	Catherine Martin
4	The tender process	Cheryl Hansford
5	Q&A	CSS Project Team
Refreshment Break		
6	Overview of Implementation – transition for existing service users	Catherine Martin
7	Q&A	CSS Project Team



Housekeeping

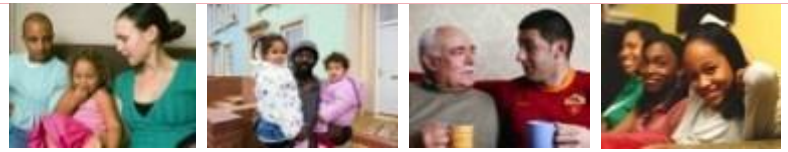


Overview of services we are commissioning

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



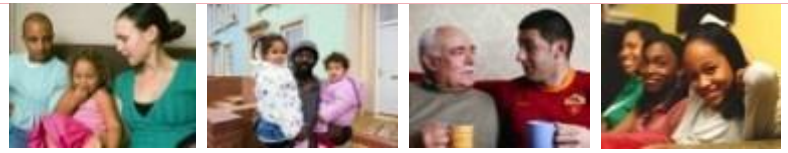
What are Community Support Services? (2)

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

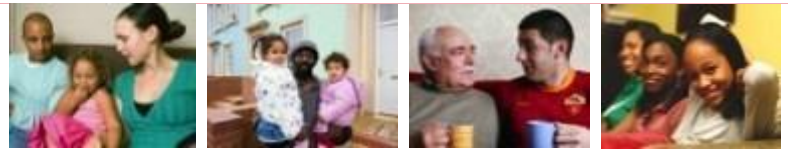
Supported Living

- Supported 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



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.

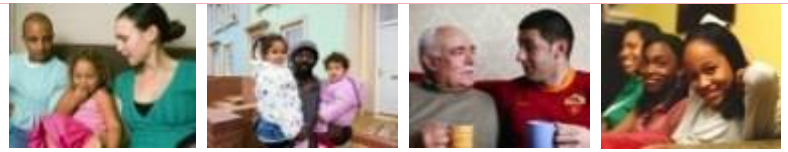


Day Services

- 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.

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.



CSS Outcomes

Maximising Wellbeing and Independence

1. Live daily life with dignity and feel respected
2. Have the social contact they would like
3. Have access to educations, training and employment where appropriate
4. Have access to transport to enable independent living
5. To be safe and feel safe
6. Be Physically and mentally well
7. Able to make own decisions while managing risks and responsibilities
8. Enabled to become independent of the need for support services, where appropriate
9. Satisfied with the service they receive

Services to enable outcomes

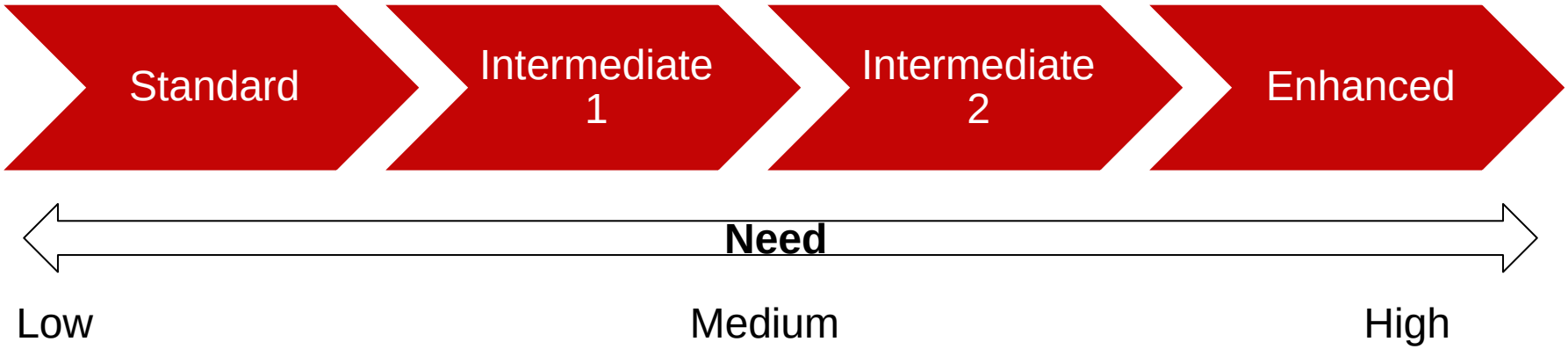
4 Community Support Services

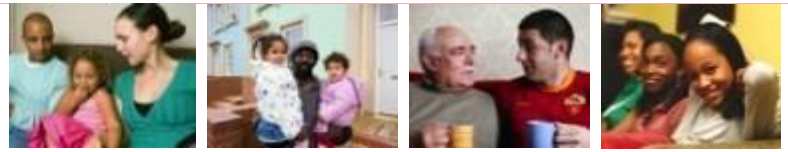
- Support Living
- Support to access the community
- Day Services
- Time for You (Carers)

How Services will be priced (1)

Four price bands

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





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

How Services will be priced (3)

Supported Living

- 4 price bands
- Sleep in / Waking Night rate

Support to access the community

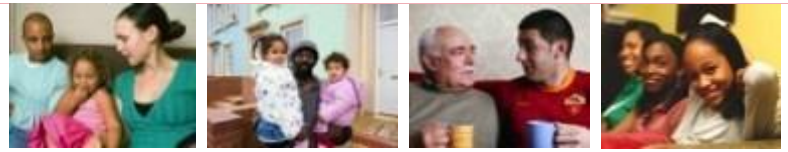
- 4 price bands

Day Services

- 2 price bands

Time for you

- 1 price band



Overview of how services will be commissioned

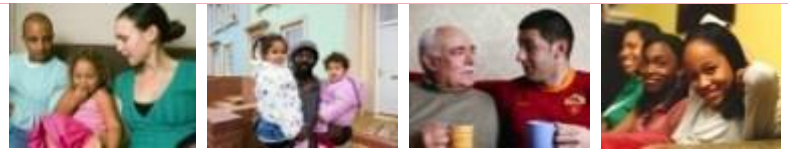
People Directorate

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.



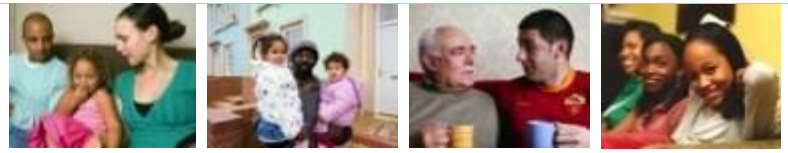
Placement Process

1. • Assessment and Support Planning Process – which identifies needs, strengths, wishes and outcomes

2. • Support Plan sent out via Brokerage to appropriate CSS providers

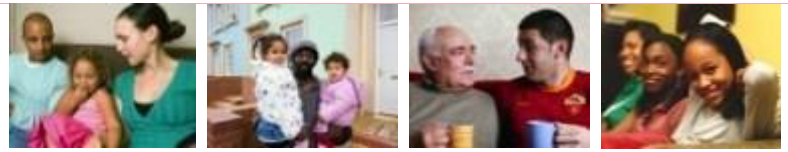
3. • Providers review information sent which includes background information, support needs and price band (s). Providers respond back to the council to confirm if they can meet the needs and submit a price within the range of the identified band

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



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

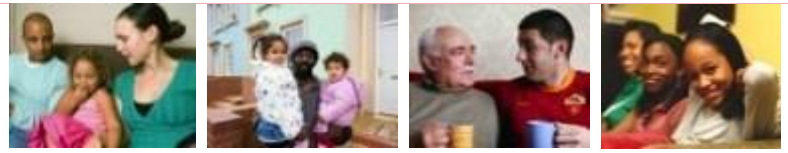


The Tender Process

People Directorate

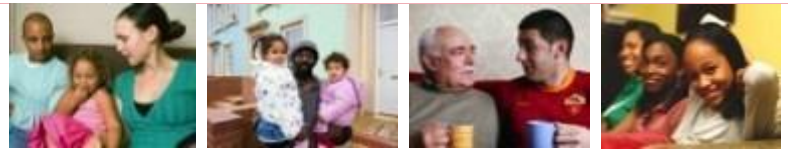
What is the CSS Open Framework?

- 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.



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

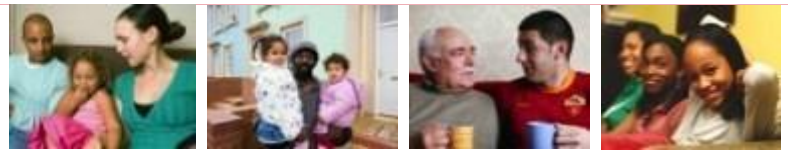


Tender Documents

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

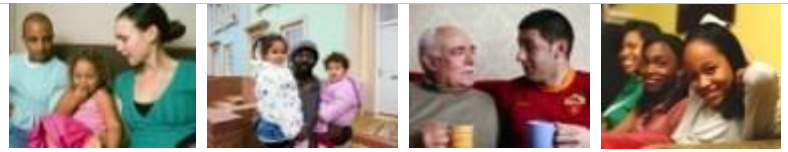
Tender Submission – Suitability Assessment Questionnaire (SAQ)

- 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
- Contract experience – up to 3 examples
- Confirm that you don't blacklist
- H&S, environmental management, equalities findings/enforcements



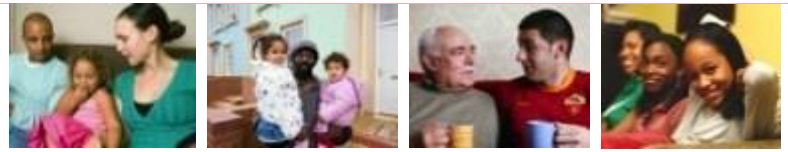
Tender Submission – Category Selection Template

- 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



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



Tender Questions and Criteria

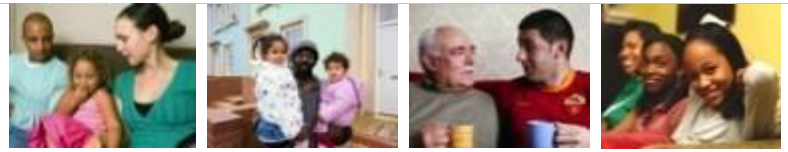
Question Category	Word Count	Question	Question Weighting	Sub Criteria	Sub Criteria Weighting
Individuals are safe	1000	How does your organisation operate in a way that ensures residents live in safety and with dignity?	10.00	Safety: Demonstrate the practice and policies used by your organisation to assess 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

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.

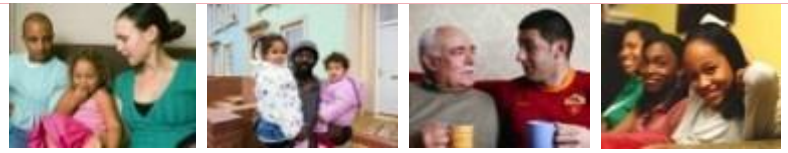
Examples of social value:

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



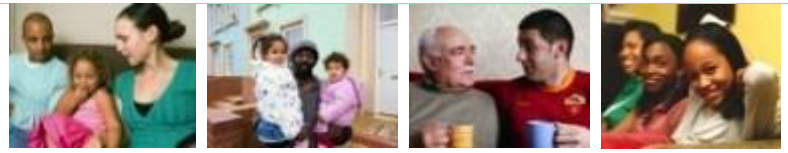
Social Value - Examples

- 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.



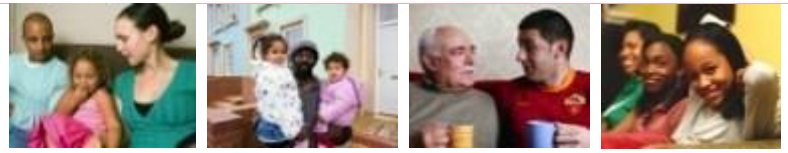
Social Value – Responding to the Tender Question

- 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



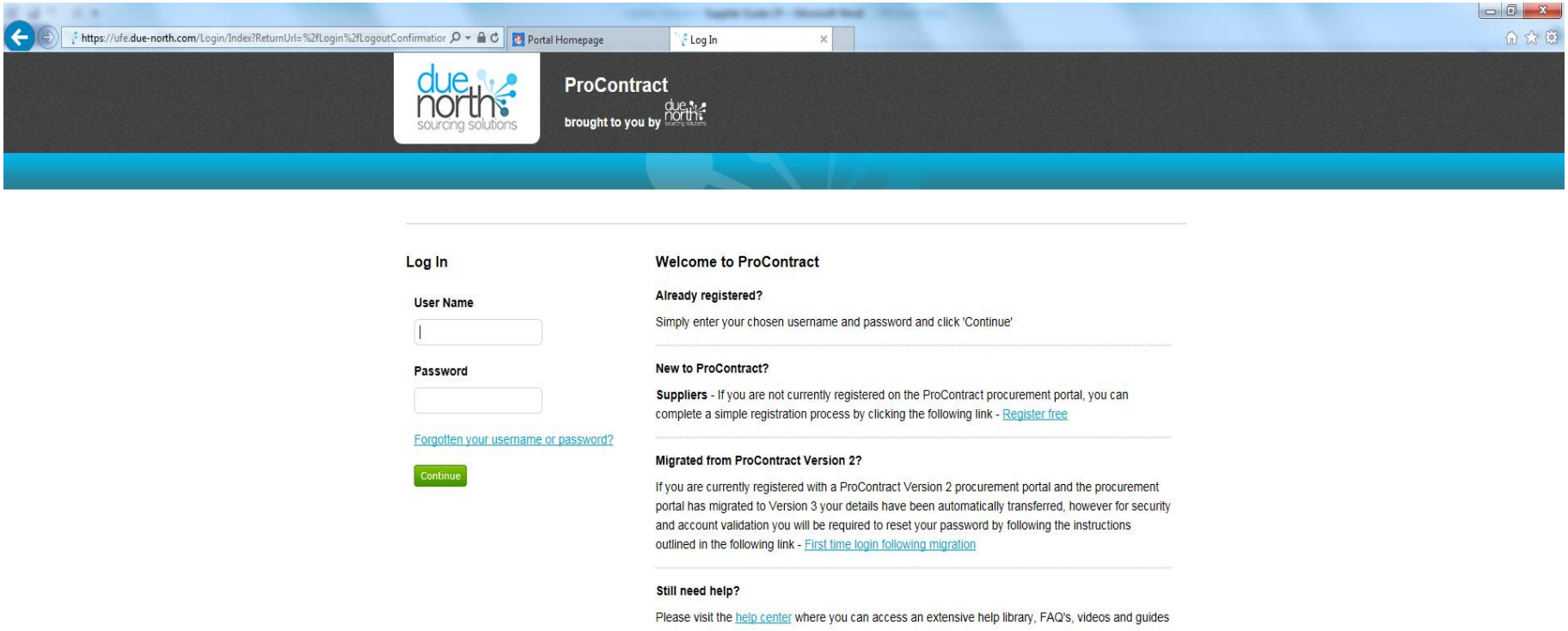
Tendering Tips

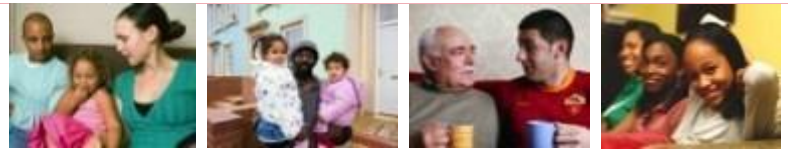
- Ensure responses cover all sub-criteria
- If the questions asks you to “demonstrate” make sure your response demonstrates rather than just states
- Responses should be about your approach in this contract and about the future
- Support your response with examples of how you have done things before
- 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



System Navigation - ProContract

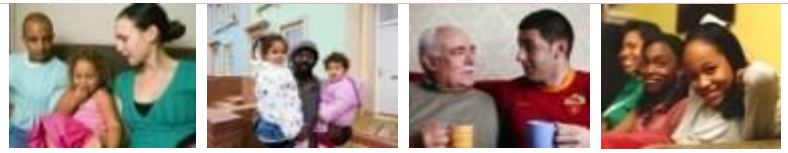
- https://procontract.due-north.com





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



System Navigation - ProContract

Cheshire - ITT 41

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	6	5	28
Days	Hours	Minutes	Seconds

Messaging

You have 0 unread message(s).
View messages

Response controls

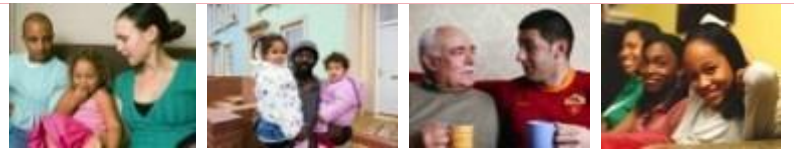
Start my response

Register intent to respond

No longer wish to respond

My responses

You have not yet started your response.



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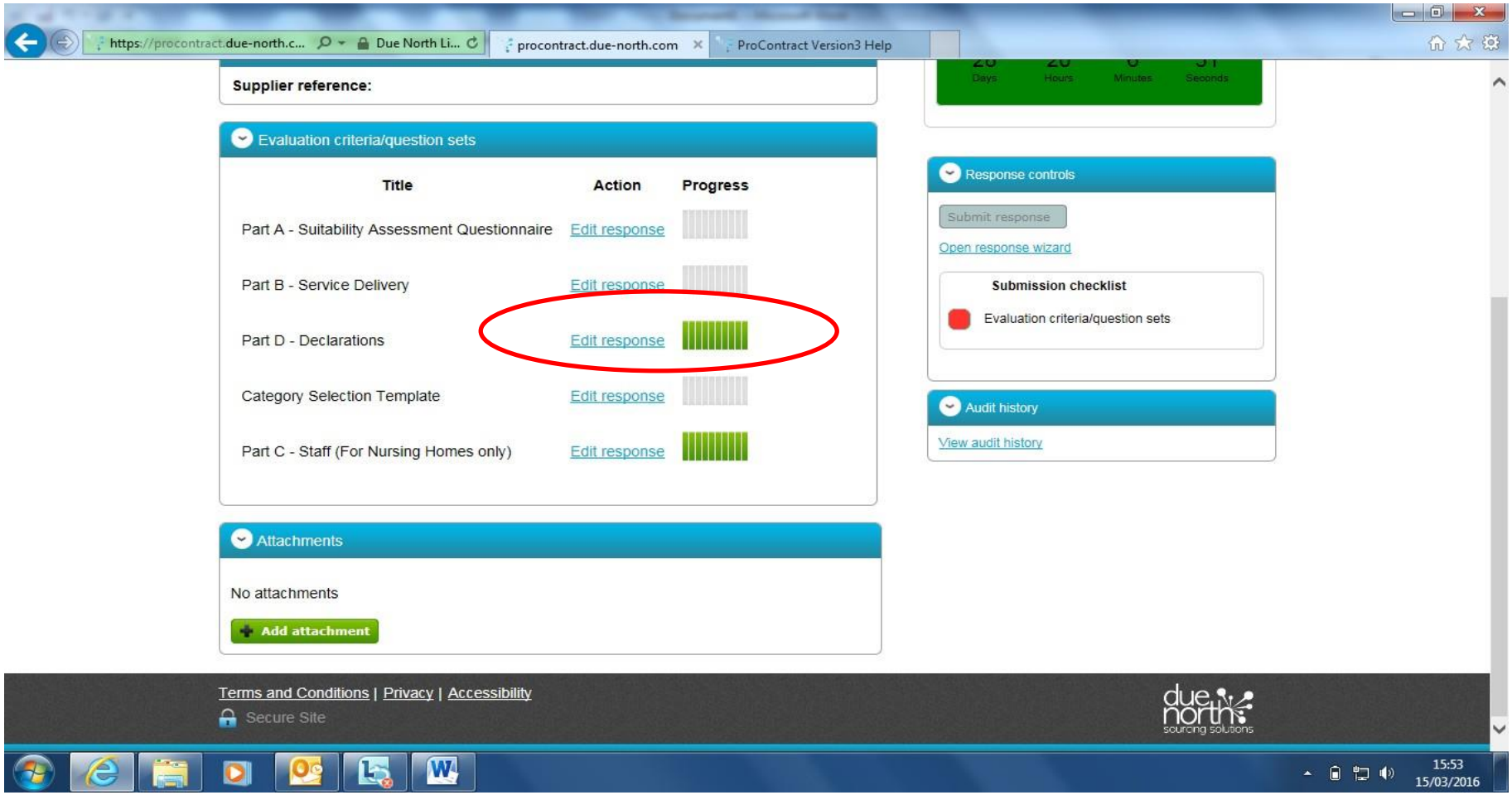

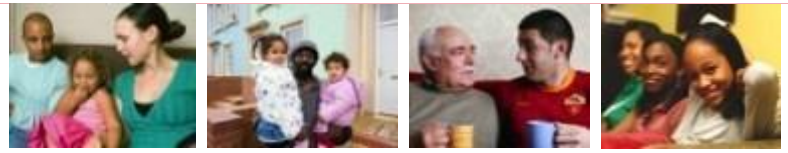

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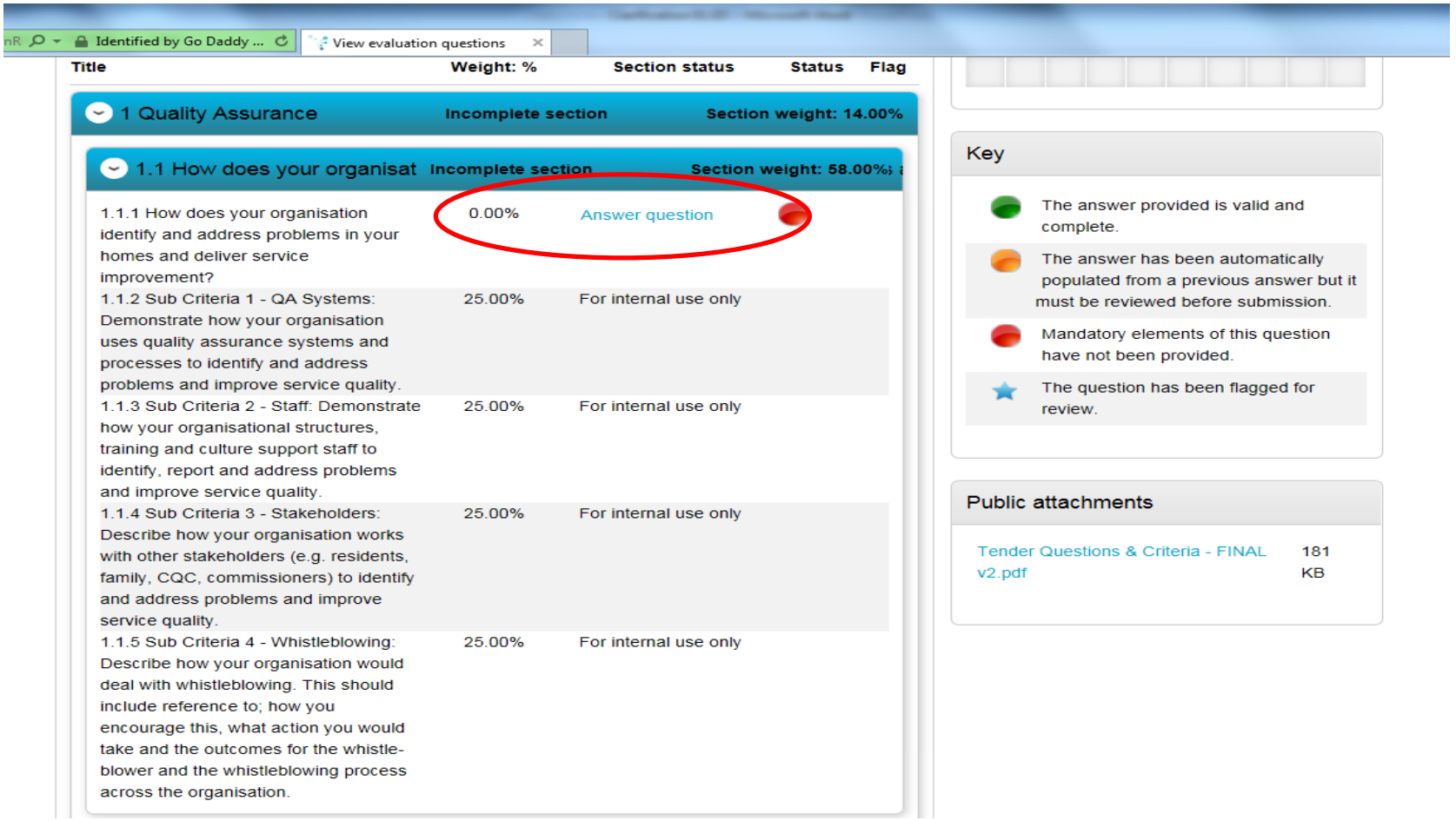

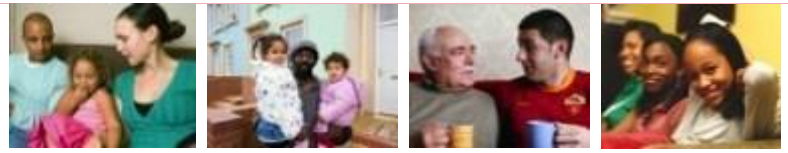

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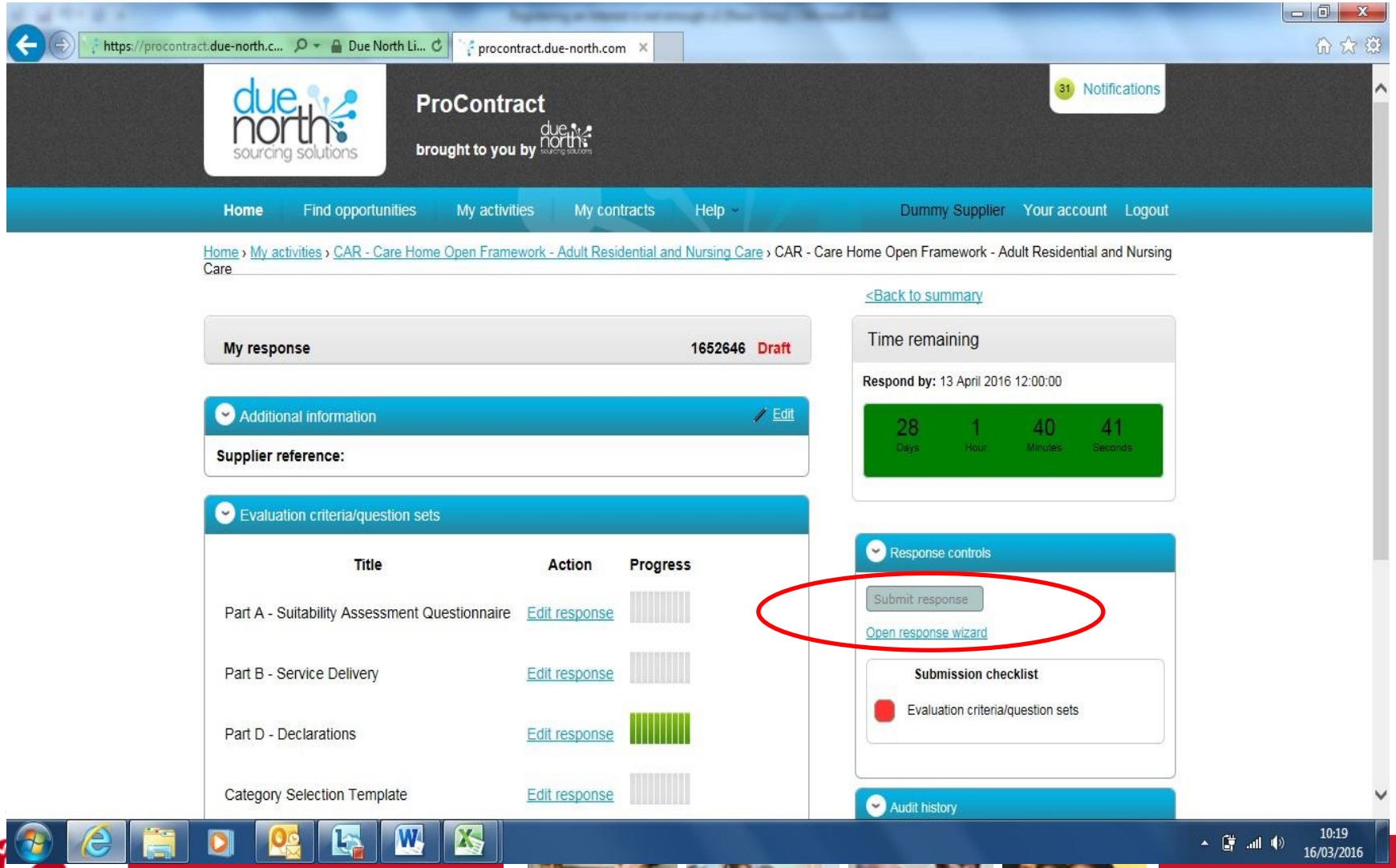
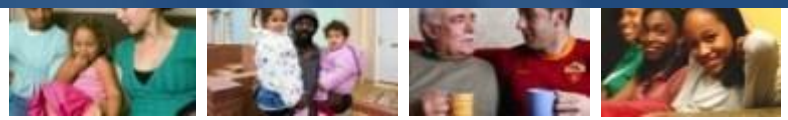




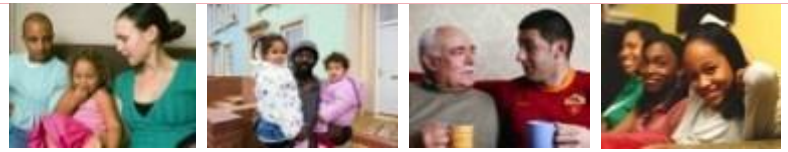
System Navigation - ProContract

- **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



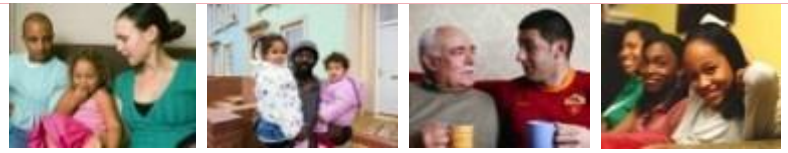
ProContract Contact Details – System Issues

ProContract eTendering System

– Email:support@due-north.com

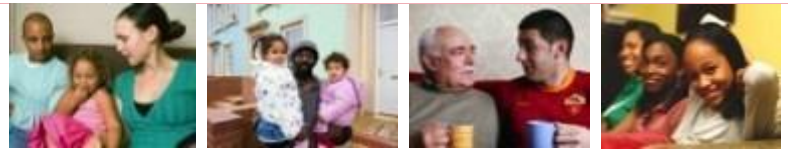
– Tel: 01670 597137

– 08:30 -17:30 Mon – Fri



Clarification Questions

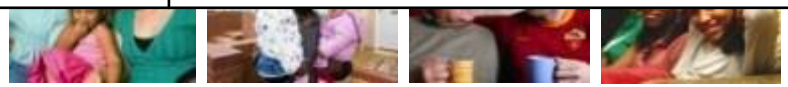
- Only through ProContract – messaging function
- Responses shared with all who have expressed an interest
- Submit by the deadline for Clarification Questions



Key Dates

Indicative timescales are shown below:

Activity	Deadline
Tender issued on ProContract	w/c 5th September 2016
Mid-Tender Event	20th September & 27th September
Clarification question deadline	Friday 30th September 12 noon
Tender deadline	Friday 21st October 12 noon
Contract awards	December 2016
Implementation commences	January 2017



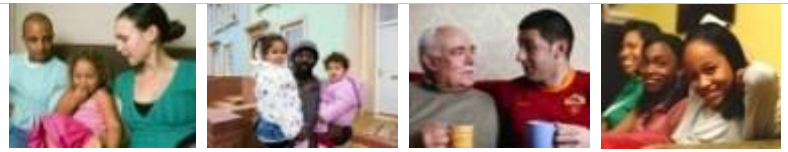
Key messages

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 t 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 the DPS and awarded to the provider that can meet the identified needs and offer best value, unless an exception applies.



Q&A

People Directorate

Refreshment Break

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Overview of Implementation

For Existing CSS Providers

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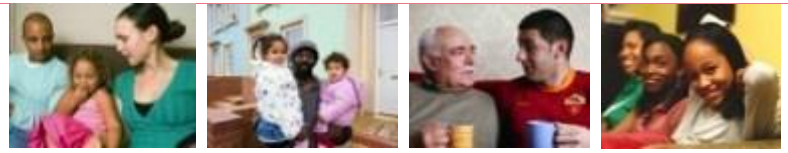
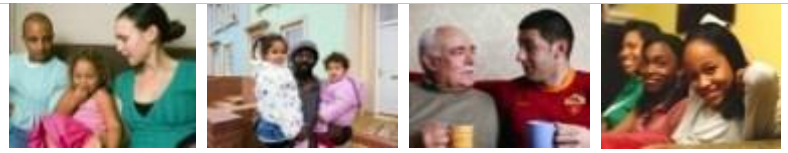


Overview of Implementation Pt 1.

- 109 existing CSS providers
- 1245 CSS service users
- All existing CSS providers will be required to submit a tender in order to maintain their current service user support packages
- Implementation process involve BCC and provider to enable a safe transition if appropriate



Overview of implementation Pt 2.

Existing providers are successful in securing a place on the framework

Discussions held with providers to identify the appropriate need band for the individual. The final decision on the need band will be made by BCC. Providers will be asked to submit a revised hourly rate within the associated price range for the need band identified.

Providers agree to provide the care at a rate within the identified price range.

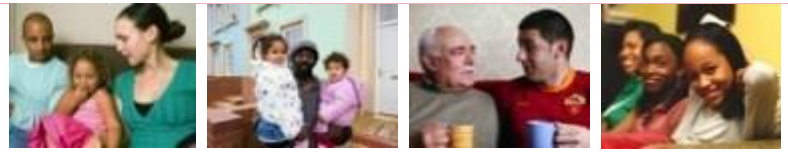
Providers do not agree to provide the care at a rate within the identified price range.

Direct award for up to 12 months. During this period the individual's needs will be reviewed and the package will be advertised via the e-procurement system.

A direct award is not made. The individual's needs are reviewed and the package is advertised via the e-procurement system. Bids are evaluated against the award criteria and typically the contract will be awarded to the provider that demonstrates they can meet the identified needs and offer best value.

Exception

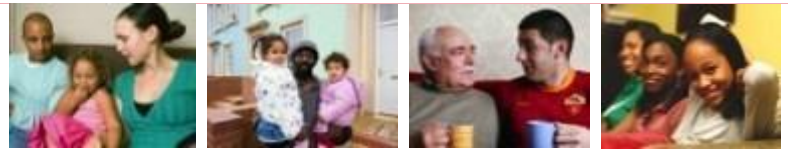
The framework may not be used if the review process identifies that a change of provider would have a detrimental impact on an individual's wellbeing. Additionally, exceptions may apply to the contract award process in a small number of cases. The Council will reserve the right to apply a tolerance in exceptional cases, if the Council does not consider the provider that offers best value and can meet an individual's needs to be appropriate.



Overview of Implementation Pt 3.

Existing providers are successful in securing a place on the framework

Discussions held with providers to identify the appropriate need band for the individual. The final decision on the need band will be made by BCC. Providers will be asked to submit a revised hourly rate within the associated price range for the need band identified.



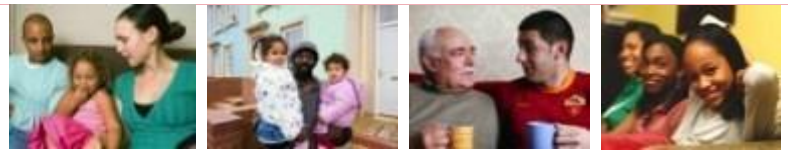
Overview of Implementation Pt 4.

Providers agree to provide the care at a rate within the identified price range.

Direct award for up to 12 months. During this period the individual's needs will be reviewed and the package will be advertised via the e-procurement system.

Providers do not agree to provide the care at a rate within the identified price range.

A direct award is not made. The individual's needs are reviewed and the package is advertised via the e-procurement system. Bids are evaluated against the award criteria and typically the contract will be awarded to the provider that demonstrates they can meet the identified needs and offer best value.

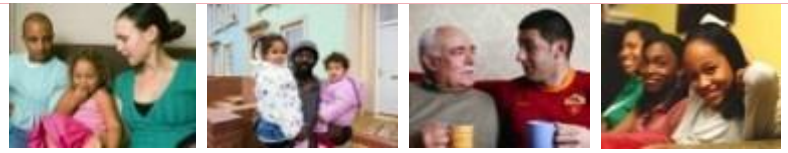


Overview of Implementation Pt 5.

Exception

The framework may not be used if the review process identifies that a change of provider would have a detrimental impact on an individual's wellbeing. Additionally, exceptions may apply to the contract award process in a small number of cases. The Council will reserve the right to apply a tolerance in exceptional cases, if the Council does not consider the provider that offers best value and can meet an individual's needs to be appropriate.

Due to the complexities associated with supported living where support packages are often integral to an individuals tenancies, a direct award may be for a longer period time.



Overview of Implementation Pt 6.

Existing providers are unsuccessful in securing a place on the framework/do not apply

Individual's needs are reviewed as soon as possible. The existing provider, service user and their carer will be involved in this process.

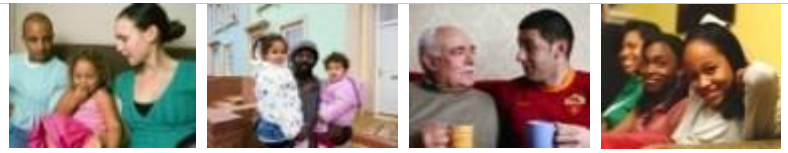
A support plan is produced by the practitioner, working with the service user and carer. The service user will be given choices about how their needs are met and their views will be integral to the support plan.

The package will be advertised on the e-procurement system to providers on the CSS framework. Providers will be invited to submit a bid setting out how they can meet an individual's needs and for what price within the identified price range.

Exception
The framework may not be used in exceptional cases if the council considers a change in provider to be detrimental to an individual's needs.

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

Exception
Exceptions may apply to the contract award process in a small number of cases. The Council will reserve the right to apply a tolerance in exceptional cases, if the Council does not consider the provider that offers best value and can meet an individual's needs to be appropriate.



Overview of Implementation Pt 7

Existing providers are unsuccessful in securing a place on the framework/do not apply

↓

Individual's needs are reviewed as soon as possible. The existing provider, service user and their carer will be involved in this process.

↓

A support plan is produced by the practitioner, working with the service user and carer. The service user will be given choices about how their needs are met and their views will be integral to the support plan.

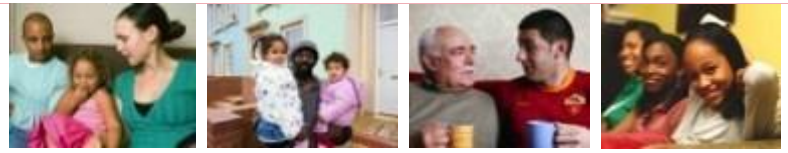
Overview of Implementation Pt 8.

The package will be advertised on the e-procurement system to providers on the CSS framework. Providers will be invited to submit a bid setting out how they can meet an individual's needs and for what price within the identified price range.

Exception
The framework may not be used in exceptional cases if the council considers a change in provider to be detrimental to an individual's needs.

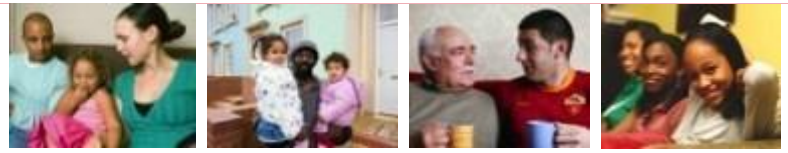
BCC will evaluate the submissions received. The contract will **typically be awarded to the provider that demonstrates that they can meet an individual's need and that offers best value for money**.

Exception
Exceptions may apply to the contract award process in a small number of cases. The Council will reserve the right to apply a tolerance in exceptional cases, if the Council does not consider the provider that offers best value and can meet an individual's needs to be appropriate.



Implementation: Key messages

- Service user choice will be considered in the review/assessment process
- Contract award will be dependent upon the price falling within the identified price range
- Price within the range is expected to be determined by the individual's needs
- By signing the framework contract you are not bound to continue delivering existing packages; you will be able to consider this once the price range has been identified
- Direct awards will be for up to 12 months, during which point packages will be advertised via the framework to give all providers an equal opportunity to secure work
- Exceptions will apply and there will be robust and controlled processes in place in order to trigger an exception



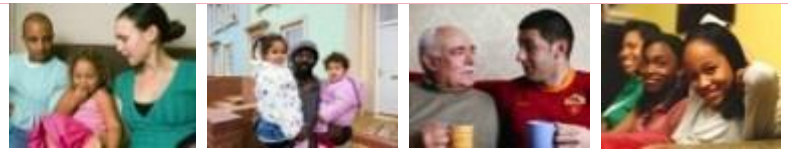
Q&A

People Directorate

Contact Details

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

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



Thank you for attending

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