

Provider List (APL) for Supply of Care Services in Supported Housing

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CLARIFICATION REQUEST	COUNCIL RESPONSE
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Clarification Responses / Frequently Asked Questions

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<p>1. Amendments to RFI 15247766</p>	
<ul style="list-style-type: none"> An amendment to the process has been published on the e-tendering system, what do I need to do? 	<ol style="list-style-type: none"> Please note that if you have already undertaken (2) on a previous version of the RFI you will receive an email advising you when an amendment is published. Applicants are advised to select the 'Create Quote' option against the <i>amended</i> RFI in the drop down box when viewing the negotiation to ensure they receive notification of new clarifications and amendments. This action does not oblige you to submit an Application for the APL. You will need to repeat this step (2) for every amendment that is made to ensure you receive notifications. The Council intends to keep amendments to a minimum. Amended versions of the process are denoted at the end of the RFI Number by a comma followed by an amendment number e.g. '15247766,3'. Search results should display any and all amended versions of the RFI. The latest version is determined as being the RFI Number with the greatest amendment number. You may only make a submission against the latest amendment. The Council will collate responses to clarification questions from all previous versions and publish responses against the latest amended version of the process. If you have submitted against a previous RFI you do not need to resubmit your Application unless asked to do so directly by a member of the council's Procurement Service.
<p>2. Price and Payments</p>	
<ul style="list-style-type: none"> Can the council please provide an indication of any hourly rate? 	<p>Please see '5.3 Price' on page 25 of the Invitation to Participate. Applicants will also wish to consider the definition and relevant clauses for the Standard Rate and Non-Standard Rate in Appendix 5 APL Service Contract, particularly Clause 11 from page 18. The equivalent to the Standard Rate for existing services in 2019-20 is £15.17 per hour for daytime hours – as per the future process an uplift to this figure will be considered for 2020-21 and if agreed will be implemented for existing services from April 2021.</p> <p>For existing services the current standard rate will be considered by LCC Cabinet in January 2020 and will apply from April 2020 after which annual uplifts will be considered via LCC's cabinet processes.</p>

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<ul style="list-style-type: none"> When the Council talks about the Standard Rate is that the rate that is uplifted each year? 	<p>Yes, it is uplifted based on the Cabinet report that is published around this time of year. It is proposed in a report that will be considered by Cabinet that the current hourly rate will be increased by 5.69% for 2020/21 and for direct payments the comparable amount is 4.88%.</p>
<ul style="list-style-type: none"> What is the latest information about the ISF review? 	<p>This was delayed by purdah, it is now progressing again and announcements will be made.</p> <p>The review of ISF's is ongoing with the outcome unknown at present. The APL has allowed for all eventualities to reflect the final decision, further detail can be found in the 6.3.1 Payment Type of the Invitation to Participate document.</p>
<ul style="list-style-type: none"> What might be the approach to transitioning to 30 day in arrear payment terms? 	<p>We would work with the affected Providers to develop an approach that mitigates the impact - the Invitation to Participate suggests some methods at 6.3.2 including:</p> <ul style="list-style-type: none"> gradually shift payment terms over a number of months; make a one-off advance payment to be reconciled over a defined number of subsequent payment periods; or, any other appropriate method identified at the time of transition.
<ul style="list-style-type: none"> Will support voids be paid for in the future? What happens if we disagree on the position concerning payment of support voids 	<p>The council will clarify the current responsibilities and will seek to reach an agreement with the Provider. There are options listed in terms of what payments might be agreed. There will be discussion with the Provider in question. It is possible that the Council could pay for support voids by agreement with the provider. It is also possible that LCC will wish to consider the utilisation of existing or proposed policies e.g. Maximising occupancy in the future.</p>
<ul style="list-style-type: none"> Can the Council share a completed version of the table detailing the proposed % rebate in respect of the Supplier Incentive Scheme, shown in clause 7.5 of schedule 6 of the Service Contract. 	<p>This information can be found within 7.2 The Supplier Incentive Scheme of the Invitation to Participate document.</p>

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3. Application Process	
<ul style="list-style-type: none"> Please can the Council confirm if there is a 'first window' application deadline? 	<p>Please see '3.1 Application Process' on page 9 of the Invitation to Participate, particularly 'Application Evaluation Timescales' set out on page 11. There is no strict 'first window' for Applications. This is an open list which applicants can join if they are able to satisfy the Selection Criteria.</p>
<ul style="list-style-type: none"> Is there a deadline for clarifications? 	<p>There is no deadline for clarifications. Any new responses to clarifications will be published at regular intervals.</p>
<ul style="list-style-type: none"> What is the content/focus of the briefings taking place in January 2020? 	<p>The briefings will give an overview of the APL, highlight key elements set out in the Invitation to Participate, and deal with areas where clarification has been requested (as per this document).</p>
<ul style="list-style-type: none"> How long will it take for my application to be reviewed and feedback received? 	<p>The three month cycle of: Month One: Submit, Month Two: Evaluate, Month Three: Feedback, could mean you hear back in just over 30 days (where you applied on the last day of one month and we get back to you on the first day of the third month) or three months (where you apply on the first day of one month and we don't feedback until the last day of the third month).</p>
<ul style="list-style-type: none"> I haven't been receiving clarification notifications. What should I do? 	<p>Applicants can check their contact information on Oracle and call the help line for assistance (01772 534966). If their contact email is incorrect the Applicant can update it to a more relevant address. You should receive notifications from the system where you have saved a draft submission but we request that you pro-actively check for new information – don't wait for, or rely upon, notifications being sent.</p>
<ul style="list-style-type: none"> Will applicants be informed of the outcome of their application by letter? 	<p>Applicants will be informed via the on-line discussion facility on the Oracle Sourcing system. This can also be used to request clarification on any aspects of the APL and the application process.</p>
<ul style="list-style-type: none"> Can you give application timescales? 	<p>Details of timescales can be found in the Invitation to Participate document at 3.1. It is anticipated that the majority of Applications will be evaluated and part of the APL by May 2020. No new work will be commissioned from the list before May, or until all initial applications have been evaluated and applicants informed of the outcome.</p>
<ul style="list-style-type: none"> Can we be a specialist provider? 	<p>Yes – you can choose your specialisms and location using Appendix 2 Location and Category Preference document.</p>

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<ul style="list-style-type: none"> Appendix 2 asks us to list tenancies in Lancashire, specifically "Premises Address".2. Would you accept a postcode and number of bedrooms/tenancies/voids as a way of indicating capacity without providing a vulnerable person's address? 	<p>Applicants are able to submit postcodes rather than full addresses. There is no need to submit details of voids/bedrooms.</p>
<ul style="list-style-type: none"> Could you please clarify the need for a 2 year CQC registration, we have been delivering support but not regulated activity for the 2 year period but as this is not regulated we have not been inspected by CQC, however we have considerable experience of working within Supported Living and Complex Behaviour. 	<p>Where an Applicant cannot provide evidence of a nominated location that has had at least one published inspection report available on the CQC website, the Council has identified a number of circumstances under which the Applicant may still be considered to meet requirements. These circumstances are described in 3.2.1 'CQC Requirements' page 13 and 14 of the Invitation to Participate.</p> <p>The Council has considered this position carefully and is satisfied that the presence of a published inspection report, detailing a history of maintaining a Personal Care registration with CQC, is a proportionate means of determining the professional ability of the Applicant. Whilst the Council can empathise with Applicants who do not currently meet this requirement the Council must take the steps it sees as reasonable to ensure it appoints suitably qualified and experienced organisations to the APL. Applicants who do not currently meet these requirements may still be in a position to deliver services to service users in receipt of direct payments in Lancashire.</p> <p>The APL will remain open to new applicants for its duration. Applicants presently unable to meet requirements may apply in the future once they do meet requirements.</p>

4. Application Content	
<ul style="list-style-type: none"> Can you please clarify as to which document the quality questions are in? 	<p>No method statement questions have been included in this initial phase. Please see 3.1.1 'Documents to be Returned'.</p>
<ul style="list-style-type: none"> Are there just two documents to be completed and submitted? 	<p>Yes, these are identified at 3.1.1: Documents to be Returned in the Invitation to Participate.</p>

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<ul style="list-style-type: none"> The supplier response questionnaire does not seem to include any questions that require a method statement response. Is this correct? 	<p>Appendix 2 Location and Category Preference document should be completed, indicating the areas you wish to receive invitations for, when a Services are commissioned. This can be updated and re-submitted in the future as services develop.</p>
<ul style="list-style-type: none"> If we do not have a CQC registered service in Lancashire, but would like to develop in the area and tender for call-off opportunities how do we complete Appendix 2? 	<p>Please see 3.2.1 'CQC Requirements' page 13 and 14 of the Invitation to Participate for full details. Applicants are asked to specify the nominated location(s) where they will deliver the service from. The nominated location(s) must be the base from where the day to day management of the regulated activities are delivered and must be registered with CQC for the regulated activity of Personal Care.</p>
<ul style="list-style-type: none"> Can you confirm whether we can use our current Lancashire County Council contract as an example? 	<p>As detailed in Appendix 3 Selection Questionnaire Guidance 6.1, point 3 Applicants are able to use your current LCC contract as an example.</p>
<ul style="list-style-type: none"> Would it be acceptable to ask two of the people commissioning our services through direct payments to provide the other two references? If not would it be acceptable just to provide the one LCC reference 	<p>As detailed in Appendix 3 Selection Questionnaire Guidance 6.1 appropriate referees are (in order of preference are):</p> <ul style="list-style-type: none"> References from staff in other authorities, e.g. Contract Managers; in the event that this is not possible, Applicants must provide: References from other public sector bodies - e.g. if you have been contracted by the NHS; and in the event that this is not possible, Applicants may provide: References from the Council staff. This should be the relevant Contract Management Team member or Commissioning Manager. <p>Service Users should only be used as a last resort. You are able to explain the reasons for your choices at 6.3 Appendix 1 Selection Questionnaire.</p>
<ul style="list-style-type: none"> Within the questionnaire, this states "(Word limit – 50 words)". Within the Appendix 3_Selection Questionnaire Evaluation Guidance document, this 	<p>The word limit for question 6.1 Technical and Professional Ability, Appendix 1 Selection Questionnaire is 50 words or each example.</p>

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<p>states 500 words per contract example. Please can you confirm whether it is 50 or 500 words per example?</p>	
<ul style="list-style-type: none"> Regarding 4.2 and 4.2 continued in the SQ document, you have asked for a Current and debt ratio to be calculated. At which point in time do these ratios needs to be calculated from? 	<p>As detailed in Appendix 3 Selection Questionnaire audited accounts for the previous two financial years may be requested. The ratios should be calculated from the latest financial information you have available, which can be verified by providing the Council with copies.</p>
<ul style="list-style-type: none"> In Appendix 2 we are asked to list all our tenancies in Lancashire. Please could you clarify exactly which tenancies you want exactly, for example we have tenancies commissioned by other councils in Lancashire - should we include these? 	<p>Any tenancies or placements commissioned by Lancashire County Council or Lancashire Clinical Commissioning Groups should be included in Appendix 2. As detailed in 5.2.1 the Invitation to Participate document it is intended that all Applicants existing LCC commissions will be include as part of this Agreement.</p>
<ul style="list-style-type: none"> In Appendix 2 on the tab entitled Current Tenancies, we are asked to provide 'details' of all our current tenancies in Lancashire - do you only require the addresses and districts, as per the table? Or do you require further details? 	<p>We require the addresses and districts only, no further information is required.</p>
<ul style="list-style-type: none"> Does the APL include sensory impairment category of service user need? 	<p>Yes, this is included</p>
<ul style="list-style-type: none"> The parent company is the contracting party and the provider is a sub-contractor to the parent company under an MOU. Are you able to confirm you would accept the parent company on the APL? 	<p>The Council requires the party who will be delivering the support to Service Users to meet the requirement to be registered with the CQC in England. The Council will only enter into an agreement with any Applicant where the service delivery organisation meets the CQC requirements, ie the most recent CQC inspection for its nominated location at the time of application has had an inspection undertaken which has resulted in at least one published inspection report available on CQC website with a rating of Good or Outstanding.</p>

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5. Business Transition	
<p><i>Scope</i></p> <ul style="list-style-type: none"> • We have a current contract for a supported living scheme. Please can you confirm whether this will be affected by this APL and whether we need to apply to receive future referrals into the service? 	<p>Please see 5.2 Business Transition Arrangements on page 23 of the Invitation to Participate document for further details about how current care arrangements will be dealt with and Appendix 6 Call Off Procedure for further detail of how new business will be managed in the event that a mini competition with award questions may take place. Also see 3.1.2 Consequence of Failing to Apply with regards to future referrals.</p> <p>Information concerning when Service Contracts, Mini-Competitions, and Business Transition can commence is set out at 3.1.3 Key Dates on pages 12-13 of the Invitation to Participate.</p>
<p><i>Scope</i></p> <ul style="list-style-type: none"> • Please could the Council clarify as to whether this framework is replacing an existing framework? • Please can it be confirmed if this APL will supersede, or sit alongside, the following framework contracts: <ul style="list-style-type: none"> ○ Flexible Agreement for Learning Disability Supported Living - Transforming Care ○ Framework Agreement for the Supply of Mental Health Rehabilitation Services in Supported Housing, Residential Home and Nursing Home settings ○ Framework Agreement for Partnership Working for the 	<p>The APL shall be used to refresh and replace existing contracts for supported living type services, with the probable exception of service contracts awarded under the Flexible Agreement. The Council and other Contracting bodies may go on to utilise this APL to award new contracts for those service users who are part of the 'Transforming Care Agenda'.</p> <p>The Framework Agreement for the Provision of Mental Health Rehabilitation Services will continue as a separate arrangement to this procurement process.</p> <p>Further detail can be found in Appendix 6 Call Off Procedure.</p> <p>Any service contracts agreed by LCC via the Flexible Agreement will continue until the end of the service contract period.</p> <p>Any service contract for MH rehab will continue up to 2 years however ongoing care needs will be subject to review and may be with scope for the APL.</p> <p>The Framework Agreement for Partnership working for the Provision of Accommodation Support Services for People with Neurodevelopment Conditions and Acquired Brain Injury is not a LCC framework.</p>

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<p>Provision of Accommodation and Support Services for People with Neurodevelopmental Conditions and Acquired Brain Injury</p>	
<p><i>Scope</i></p> <ul style="list-style-type: none"> • Please can it be confirmed that registered residential provision is outside of the scope of the APL? 	<p>Yes, residential service provision is outside of the scope of the APL</p>
<p><i>Scope</i></p> <ul style="list-style-type: none"> • Do Extra Care services fall into the scope of services to be commissioned under the APL? 	<p>It is not intended that the APL will be utilised to procure any Extra Care services. The services commissioned by the Council known as 'Extra Care' are broadly described as being housing that provides safe and secure self-contained accommodation for older adults who require varying levels of care and support to enable them to live independently in a home environment. The APL will provide Services for people with learning disabilities/autism, mental health needs, and/or physical disabilities but also a fewer number of service users from other service categories. Where a Service User has dementia this is likely to be a secondary service category to a primary service category in the list above.</p> <p>Extra Care schemes are generally much larger than any Premises that is anticipated to be created under the APL and may also cater for service users without an eligible care need.</p> <p>If you have a specific scheme, service or opportunity you are considering you ought to contact the Contracting Body directly to understand their intentions in respect of sourcing a delivery partner.</p>
<p><i>Business Transition Process</i></p> <ul style="list-style-type: none"> • Will the criteria for prioritising services for business transition be communicated once determined? Will organisations be made aware in terms of there being a forward plan? 	<p>The principles applied in determining services' priority for business transition could be communicated. There may be some flexibility over the timing of changes as they are planned.</p>
<p><i>Business Transition Process</i></p> <ul style="list-style-type: none"> • Will business transition take place on a provider by provider basis? How many 	<p>This is still being considered, transition provider by provider is an option, as would be segmenting services by geographic area or type. A Service Contract that is agreed upon may cover a single Premises where Service are delivered, several or more.</p>

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<p>Service Contracts will a Provider receive?</p>	
<p><i>Nomination Rights</i></p> <ul style="list-style-type: none"> Will the Service Contract Data specify the nomination rights for each property where they are different? 	<p>Yes, we anticipate that this detail will be included.</p>
<p><i>Business Transition & ASDP</i></p> <ul style="list-style-type: none"> We noted the suggestion of shared savings in the documents, has this idea been taken any further? 	<p>Details of these types of agreements have not been finalised and the Council are open to your ideas in respect of savings.</p>
<p><i>Business Transition Process</i></p> <ul style="list-style-type: none"> If a tenancy with a private landlord is reduced would the Council look to fill this? 	<p>This will form part of business transitions and ASDP's. It is difficult to give advice in respect of current moves and schemes.</p>
<p><i>Transforming Care</i></p> <ul style="list-style-type: none"> What if we are assessing service users as part the Transforming Care Agenda? 	<p>Any services currently commissioned by LCC under the Transforming Care Framework will not be included in APL business transition and the service contracts continue to their natural expiry. Where services have been commissioned by other Commissioning bodies they will determine how to manage these arrangements in the future. New requests for care needs for Transforming Care will be called off the APL from May 2020.</p>
<p>6. Contracting Bodies</p>	
<ul style="list-style-type: none"> Do we need to join the APL to bid for any services that might be procured by Contracting Bodies e.g. the CCGs and councils named at 6.5 of the Invitation to Participate? 	<p>Not necessarily. Please review 6.5 in the Invitation to Participate. Lancashire County Council intends to utilise the APL for procuring the Services. Other Contracting Bodies named at 6.5 of the Invitation to Participate may or may not choose to utilise the APL for sourcing Services. Contracting Bodies named at 6.5 have the opportunity to utilise the APL but are not obliged to do so and are free to make their own, entirely separate, arrangements. If you have a specific scheme, service or opportunity you are considering you ought to contact the Contracting Body directly to understand their intentions.</p>

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7. APL Service Contract	
<p><i>Notice Periods</i></p> <ul style="list-style-type: none"> • Could Clauses 30.5 and 30.6 be amended so that both parties have to serve the same amount of notice to terminate placements? 	<p>These clauses in the template Service Contract shall remain as originally published.</p>
<p><i>Change Control</i></p> <ul style="list-style-type: none"> • Could there be a variation clause stating that both parties must consent to any changes to the contractual terms. 	<p>This is provided for. Please see the Change Control Procedure as set out in Schedule 7 of the Service Contract.</p>
<p><i>Price Review</i></p> <ul style="list-style-type: none"> • Can the contract ensure that on the occurrence of a change of law which has a direct effect on price, both parties will agree the effect on the contract price? 	<p>This is provided for. Please see the Clauses 11.34 to 11.36 of the Service Contract.</p>
<p><i>Payment</i></p> <ul style="list-style-type: none"> • Does the provider receive payment for any periods in which a service user may be absent from the service? 	<p>Please review Clause 11, in particular Clause 11.15 of the Service Contract.</p>
<p><i>Payment</i></p> <ul style="list-style-type: none"> • Will LCC cover housing benefit void payments? 	<p>The Council has set out its intentions in the Housing with Care and Support Strategy. The Charges will be fixed for each of the Services in accordance with the Service Contract Data. Please also see Clause 11 of the Service Contract.</p>
<p><i>Payment</i></p> <ul style="list-style-type: none"> • <i>Clause 11.3 is against the principle of privity of contract. Please amend to</i> 	<p>This clause in the template Service Contract shall remain as originally published.</p>

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<p><i>remove the right of the contracting authority to deduct payment from other contracts held with the Provider.</i></p>	
<p><i>Terms and Conditions</i></p> <ul style="list-style-type: none"> We request that the Council remove clause 9 Step-In Rights from the Service Contract 	<p>This clause in the template Service Contract shall remain as originally published. This clauses would only be used in extreme circumstances but is required due to the Authority's responsibility to safeguard our Service Users. In supported housing settings it is not expected that Service Users accommodation is dependent on the use of one particular support provider as described in the following CQC advice:</p> <p>https://www.cqc.org.uk/sites/default/files/20151023_provider_guidance-housing_with_care.pdf</p>
<p><i>Indemnity Clause</i></p> <ul style="list-style-type: none"> We request that the obligation for the Provider to provide an indemnity for indirect and consequential loss be removed from 22.2. 	<p>This clause in the template Service Contract shall remain as originally published</p>
<ul style="list-style-type: none"> We request that the aggregate liabilities in clauses 23.3 (b) and 23.4 (b) are made the same for both Parties and suggest 150% of the aggregate charges paid in the subsequent Contract Year is a reasonable figure. 	<p>This clause in the template Service Contract shall remain as originally published</p>
<ul style="list-style-type: none"> It is our reasonable opinion that and IP created by the Provider shall belong to the Provider. We request that clause 29 of the Service Contract is amended in this regard. 	<p>This clause in the template Service Contract shall remain as originally published</p>
<p>8. TUPE</p>	

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<ul style="list-style-type: none"> Will it be a contract condition that Providers are required to honour existing collective agreements and trade union recognition agreements (7.9 Invitation to Participate) for the lifetime of the contract for any staff transferring with services to a new Provider where there are those agreements already in place with their current employer. 	<p>This relates to employment terms and conditions. The Council considers that the terms of the European Acquired Rights Directive (77/187/EEC), Acquired Rights Directive (98/50/EC), Acquired Rights Amendment Directive (2001/23/EC) and/or The Transfer of Undertakings (Protection of Employment) Regulations 2006 (collectively called "TUPE") may apply at mini-competition stage or any time a relevant transfer of services takes place. However, it is the responsibility of Applicants or Providers to form their own views in the light of their own independent professional advice. The applicability of TUPE is ultimately a matter in relation to which Applicants and Providers must reach their own decision. Applicants and Providers are advised to seek independent professional advice as to the effect of TUPE.</p>

9. Annual Service Development Plans (ASDP)	
<ul style="list-style-type: none"> Will there be a specific date to submit the ASDP each year? 	<p>We anticipate that the ASDP will be written to deal with a number of years, with a review required each year to ensure it remains relevant, rather than a new document created each year. The first iteration would be notified to you as falling due once the Council has begun discussing entering into a Service Contract with your organisation.</p>
<ul style="list-style-type: none"> What will the timescales be for the submission of successful providers ASDP's 	<p>This will be discussed and agreed with Providers once they have been successful in their application to be included in the APL. ASDP's will be part of business transition when timescales will be discussed and agreed.</p>
<ul style="list-style-type: none"> Will ASDP's replace contract management and monitoring? 	<p>No this is a separate process involving working together to manage need. The contract management information has been formalised with detail about what this will involve included in Appendix 9 Contract Management Strategy, Appendix 10 Escalation Policy and Appendix 11 Suspension Policy.</p>
<ul style="list-style-type: none"> Under clause 5.4 of the Invitation to Participate, Commissioners comment that in relation to the Annual Service Development Plan, "The implementation of an annual time bound savings objective or objectives of between 1% and 20% of value 	<p>As described in 5.4 Annual Service Development Plans, Invitation to Participate document Providers will be required to produce an Annual Service Development Plan for each Service Contract, rather than an individual placement or Premises. Your organisation may find that it delivers Services under one, several, or any number of Service Contracts. Whilst it is intended that the term value in this context is a financial value there is scope to refine and agree the calculation and measurement of savings. Paragraph 5.4 sets out examples of the types of service efficiencies which may be included in Annual Service Development Plans.</p>

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<p>depending on opportunity assessments". Please can Commissioners confirm what is meant by the term 'Value'? Are providers supposed to reach the annual time bound savings for each individual placement, or for the service as a whole?</p>	
<p>10. New Business</p>	
<ul style="list-style-type: none"> Will there be any penalties or sanction for not participating in mini-competitions? 	<p>No provision has been made for this type of action</p>
<ul style="list-style-type: none"> Will there be award criteria for mini-competitions? 	<p>Yes, these will be viewed as mini-tenders in their own right with published award criteria. The call-off procedure provides more information on the possible weightings. 60% quality and 40% price is an option as would be the Council setting the rate.</p>
<ul style="list-style-type: none"> How many new Service Users will providers be asked to support and source accommodation for? 	<p>There will be a mix of arrangements for sourcing new accommodation as described in the Application to Participate document and Appendix 6 Call Off Procedure. In some instances LCC will lead in sourcing accommodation and at other times may partner with a provider. There are new members of staff now employed by LCC as Housing Specialist; Dawn Astin and David Lovelady who will help with this work. It is difficult to determine the number of new service users.</p>
<ul style="list-style-type: none"> How will Service User choice work? 	<p>There is a mechanism for Service Users to express their choice of a provider with a contract direct award, as detailed in Appendix 6 Call Off Procedure document. Utilising voids is currently an ad-hoc process, it is planned to streamline this in the future to avoid delays in referrals and nominations providing a more responsive service.</p>
<ul style="list-style-type: none"> As a new provider what volume of work will come through? 	<p>We can't give numbers as this is not known at the present time. Although the process for identifying a provider will be open and transparent with improvements on how we inform providers of new schemes. Further information can be found in Appendix 6 Call Off Procedure document.</p>

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<ul style="list-style-type: none"> Will mini competitions be advertised via Oracle? Will Providers get a notification? 	<p>Yes they will. It is important that Providers ensure that they complete Appendix 2 Location and Category Preference spreadsheet as this will be used to decide who to forward requests for quotes to. It is possible to resubmit this in the future if Providers decide to support service users in another location or another area of need. It is also important that providers ensure their iSupplier email details are correct and up to date with the most appropriate mailbox identified as the contact. It is recommended that team mailbox's are used to avoid the need to change contacts if a key member of staff leaves an organisation.</p>
<ul style="list-style-type: none"> Will mini competitions be proportionate to the support provided in terms of the application process and the resource required? 	<p>Yes it is LCC's intention to ensure these processes are tailored and proportionate to the support being sourced. It is intended that the application process will reflect the type and volume of service being sourced.</p>
<ul style="list-style-type: none"> Please can it be confirmed that the standard rate will be a minimum level for mini-tenders, or is the Council encouraging a downwards price competition at this stage? 	<p>Please see Appendix 6 – Call off Procedure 2.1 for further detail of mini competition and charges.</p>
<ul style="list-style-type: none"> Is it possible that we will not get any business even if successfully appointed to the APL? 	<p>There is no guarantee of 'new' business with existing business transitioning to new service contracts as described at 5.2 Business Transition Arrangements in the Invitation to Participate.</p>
<ul style="list-style-type: none"> Would new work not be advertised until April 2020? 	<p>Yes that is correct. The Council may utilise the APL for new business from April 2020 or successful Cycle 3 Applicants have been appointed, whichever is later. Business Transition will not commence before this same stage has passed. Placements with providers not on the APL may be reviewed from May 2020 or when successful Cycle 4 Applicants have been appointed, whichever is later.</p>
<ul style="list-style-type: none"> When it comes to completing Appendix 2, what is your approach to dual diagnosis? For example, if a person has a learning disability and mental health needs, will their support be put through the learning disability list, the mental health list, or both? 	<p>The operational worker managing the case will decide which list to use in any mini competition, this will depend on the Service User's presenting needs. Applicants are advised to make their own judgements on how to complete Appendix 2 to best match their organisation's delivery model.</p>

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<ul style="list-style-type: none"> With regard to service user choice, will providers have to accept all placements, even if they may not be best placed within that service? 	<p>Providers will not be required to accept any placement proposed under the APL.</p>
<ul style="list-style-type: none"> Is it common for care providers to be registered as housing providers which are able to provide a whole package with accommodation and care packages combined in. 	<p>Applicants need to obtain their own advice from the Care Quality Commission to ensure the service is meeting the registration requirements for supported living. The Authority will want to be assured that individual tenants' rights are upheld and that they have the option to select a provider of choice for their individualised support. This may be the onsite provider but it cannot be guaranteed. Further information can be found using the link below:</p> <p>https://www.cqc.org.uk/sites/default/files/20151023_provider_guidance-housing_with_care.pdf</p>
<ul style="list-style-type: none"> How would it work if a landlord is separate to the care provider but has an agreement in place between themselves (housing provider and care provider) to provide housing and care as one package would the housing provider have to be registered with the council separately. 	<p>The Authority does not yet have an approved list of housing providers but is working alongside District Councils to ensure we work with agreed partners selected by the district according to the local housing policy and procedures followed in relation to meeting the housing needs of adults with care and support needs.</p>
<ul style="list-style-type: none"> If we had our own properties or worked with a landlord who had suitable accommodations available and they passed the relevant checks how we would or how the landlord would inform the relevant commissioners that we have a property available to accept service users. What would the process be for a single person property and for a group of people to stay in. 	<p>LCC has developed a housing with care and support strategy https://www.lancashire.gov.uk/media/912048/housing-with-care-strategy.pdf and will be specifying care and support requirements via the call off procedure which can be found in document Appendix 6 Call Off Procedure.</p> <p>LCC has employed 2 housing specialist who have developed or are developing local development plans to respond to current and future accommodation need. They are working with local District councils to ensure the strategic development needs and environmental standards in specific localities are addressed. See response above.</p>
<ul style="list-style-type: none"> What is the process if I am contacted directly to provide this type of support? 	<p>The Authority has clearly communicated its intentions to move towards a system in which Approved Providers with signed agreements will be invited to participate via the Call Off procedure set out in document Appendix 6 Call Off procedure to secure new service contracts for care and support services. Social workers will be required to follow LCC internal processes for new placements via the Housing Allocation Forum and will not be</p>

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	encouraged to make calls to services to discuss the meeting of need, requests for support will be made via LCCs care navigation service details of the process will be shared with colleagues to assist in the implementation of the Approved List.