Older Persons Day Time Supports
Bidder Event

12th June 2018

Head of Commissioning – Dave Carr/ Joanne Reed
Commissioning Manager – Victoria Tomlinson

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Agenda

- Welcome and Introductions
- Why Older peoples day time supports are important?
- Time scales and Next Steps
- The new approach – How will it work?
- Procurement Information
- Any questions?

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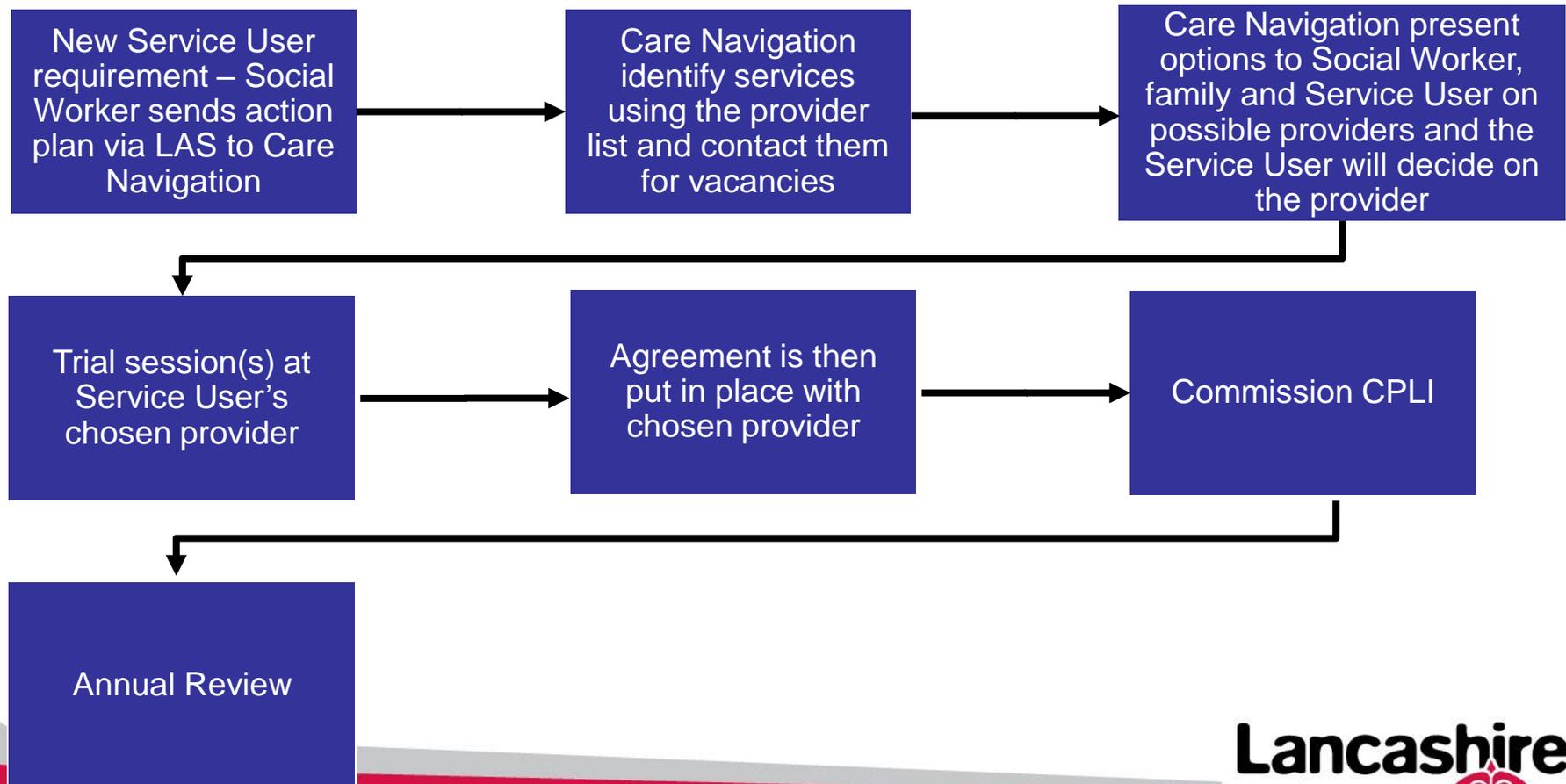# Why Older People's Day Time Supports are important?

- They support Older people and people with dementia to remain independent, be social activity and improve their wellbeing.

- Over 1400 people attend daytime supports each week (funded through LCC). This excludes self funders.

- They provide information about other supports and services which can help people achieve these goals such as healthly eating, benefit advice and reabling activities.

- They also provide respite for carers and carers support

- They offer a range of activities such as exercise classes, craft sessions, music sessions and day trips to enable people remain activity and engaged in their community.

- They regularly offer support with personal care such as bathing, hairdressing and footcare

- They reduce or delay the need for more intensive health and social care support.

- Everyone here plays an important role in Older Peoples lives through day time supports

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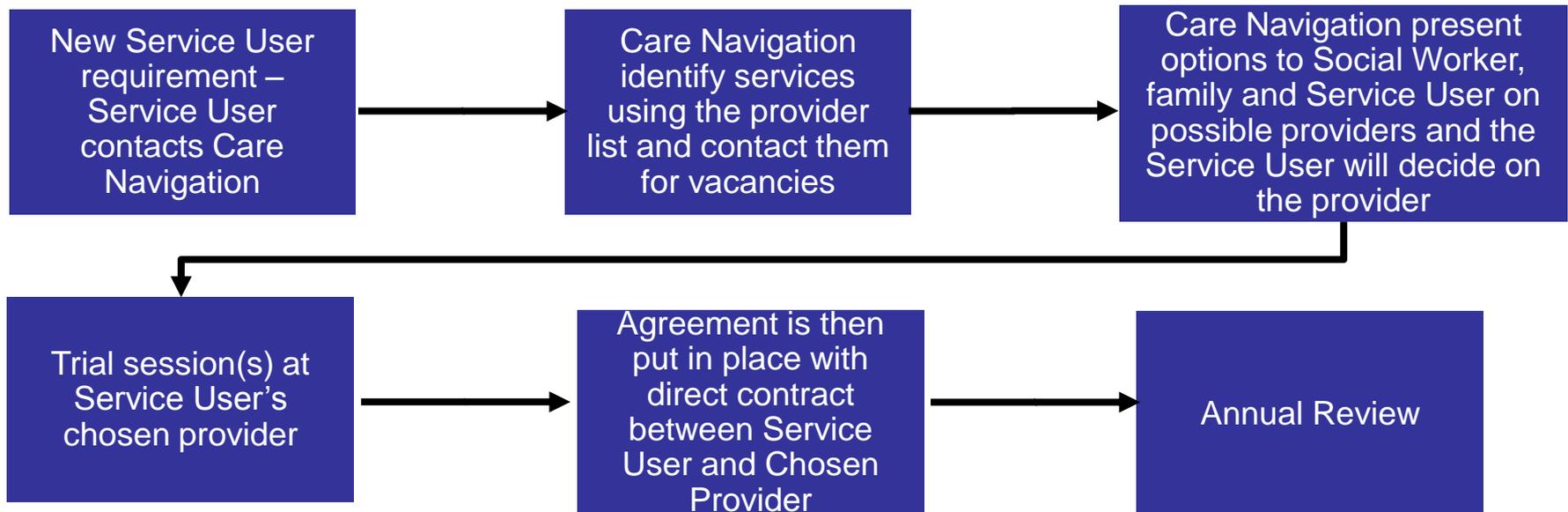
The new approach – How will it work?

Our proposed new approach includes:

- Introduce a new minimum quality standard for Older people Daytime supports include dementia in Lancashire.

- Service Providers can apply to join the list of providers who meet the new minimum quality standard. This will not be a one time offer but will be open at regular intervals for service providers to apply.

- Service users (LCC funded and self funded) can choose which daytime support they wish to attend from the LCC website and using the Care navigation service.

- There are no block contracts or guaranteed levels of service so providers are free to market their services and take private business.

- LCC will annually review (on the anniversary of the contract award) each service.

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Process For New Service Users (Care Managed)

New Service User requirement – Social Worker sends action plan via LAS to Care Navigation

→

Care Navigation identify services using the provider list and contact them for vacancies

→

Care Navigation present options to Social Worker, family and Service User on possible providers and the Service User will decide on the provider

Trial session(s) at Service User's chosen provider

→

Agreement is then put in place with chosen provider

→

Commission CPLI

Annual Review

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Process For New Service Users (Private and Direct Payments)

New Service User requirement – Service User contacts Care Navigation → Care Navigation identify services using the provider list and contact them for vacancies → Care Navigation present options to Social Worker, family and Service User on possible providers and the Service User will decide on the provider

Trial session(s) at Service User's chosen provider → Agreement is then put in place with direct contract between Service User and Chosen Provider → Annual Review

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Key Dates

Provider List Re Opened
1st June 2018

Provider List Go Live
1st July 2018

Tender application received
Any month

Tender Evaluation
No later than 15th of the month

Outcome notification
By the end of the same month

Summary

2018	Calendar Month	Open	Close	Appointed
	June	Open for ongoing applications Process 2 (August Commencement)		
	July	Open for ongoing applications Process 3 (September Commencement)	Review Process 2 submissions. Inform Service Providers	Successful Process 1 Providers go live
	August	Open for ongoing applications Process 4 (October Commencement)	Review Process 3 submissions Inform Service Providers	Successful Process 2 Providers go live
	September	Open for ongoing applications Process 5 (November Commencement)	Review Process 4 submissions Inform Service Providers	Successful Process 3 Providers go live

The processing of new applications shall continue upon this schedule. The Authority reserves the right to amend the schedule from time to time, temporarily (e.g. for the Christmas period) or permanently. Any permanent changes to this schedule shall be advertised appropriately.

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Part 2: Procurement Process

- Procurement Rules

- Provider List

- Key Dates

- Documents to be Returned

- Service Standard Charge Information

- Do and Don't

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Procurement Rules

- EU Directives (Public Sector Procurement Directive 2014/24/EU)

- UK Legislation (Public Contracts Regulations 2015 SI 2015/102)

- Local Authority Contract Standing Orders
http://council.lancashire.gov.uk/ieListDocuments.aspx?CId=914&MId=2916&Ver=4&info=1&bcr=1

- Public Services (Social Value) Act 2012
http://www.lancashire.gov.uk/council/strategies-policies-plans/corporate/approved-social-value.aspx

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Provider List

- The Provider List will be open for a maximum of 10 years, unless terminated early.

- The Provider List does not provide any guarantee of the business to any individual Service Providers.

- It is important to note that from 1st July 2018, Lancashire County Council intend to make all new placements with Service Providers who are included on the Provider List, wherever possible.

- To be admitted on to the Provider List you must:
  - ➢ meet the Selection Criteria
  - ➢ Commit to meeting and maintaining the Selection Criteria

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Provider List cont.

- If successful your Service details will listed on our Provider List for Day Time Support Services and displayed on the Authority's associated web pages.

Documents to be Returned

- See Schedule 1: Section 2 of the ITT

DOCUMENT	APPENDIX	TENDERER TO SUBMIT
Selection Criteria Questionnaire Part 1 and 2	3	One per Tenderer / all members of a consortium / essential sub-contractors must submit.
Selection Criteria Questionnaire Part 3	3	One per Tenderer. If you are bidding on behalf of a group (consortium) or you intend to use sub-contractors, you should complete all of the selection questions for each member of the consortium and/or any sub-contractors.
Selection Criteria Additional Questions	3	One per Tenderer / all members of a consortium must submit. Confirm you have read and understood the Minimum Quality Standards. Agree to maintain Minimum Quality Standards
Service Information	4a	One per Service location per Tenderer
Service Standard Charge Information	4b	One per Service location, per client group per Tenderer (contract management use only)
Tender Declaration	11	One per Tenderer / consortium.

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Service Standard Charge Information

- Appendix 4b – Service Standard Charge

  This must be completed and returned as part of your application for each Service Location. If you charge different rates for different client groups. please complete appendix 4b for each rate, indicating the client group.

- This rate will be used when the Authority commission Day Time Support Services for care managed service users.

- The standard hourly rate you provided is rate charged to deliver the Service as per the Minimum Quality Standards and excludes the cost of optional extras such as meals and transport etc.

- If, due to the Service User's needs, additional support or additional services are required this will be agreed with the social worker and recorded on the Service Users Care and Support Plan along with the additional rate agreed.

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Service Standard Charge Information

- Changes to standard hourly rate may occur in accordance with the following:

  - ➢ Change to standard hourly rate upon anniversary of the commencement date

    Requests will be reviewed by the Authority alongside previous price breakdown, taking into account market conditions and inflationary increases. The Authority makes no representation and offers no guarantee that any Change will be applied to the Charges following any review or assessment carried out.

  - ➢ Change to standard hourly rate prior to anniversary of the commencement date

    Considered only in exceptional circumstances and on the submission of evidence verifying the increase. The Authority will have sole discretionary as to whether it allows the Change.

  - ➢ Decrease to the standard hourly rate

    Service Providers may decrease its standard hourly rate at any time.

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Hints and tips – Do

- Read the **entire tender** documentation.

- **Read all clarification** responses - the system will allow Tenderers to resubmit their bids

- Dedicate **time** to write your submission and use the **expertise** within your organisation, it is advisable to have someone else **check** through before submitting.

- Give correct information in the **format requested**.

- Use the '**Documents to be returned**' table within Section 2 of the ITT to check all documents are completed and submitted.

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Hints and tips – Don't

- **Canvass Council** staff – this could lead to exclusion of your bid.

- **Assume**, leave gaps or give **ambiguous information** – in appendix 4a – complete both tabs and 4b please enter a figure in all boxes. If there is no costs allocated to a heading please enter £0.

- Promise what you can't deliver – responses to Tender form part of the **final contract.**

- Insert **marketing material.**

- **Exceed the word counts** provided- any information submitted which exceeds the word count will not be added to the Provider List web pages.

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Part 3: Oracle iSupplier Portal

iSupplier Portal Support

If you require support when using iSupplier Portal, please email us, giving as much detail as possible about the issue and ensuring you include your supplier number and a contact name:

If you do not know your supplier number, first check an old remittance advice where it should be displayed. If you are unable to check your remittances, please contact us on the helpline below and an advisor would be happy to assist.

iSupplier Support	pim@lancashire.gov.uk
iSupplier help line	01772 534966
- Option 1	Care Portal navigation and support
- Option 2	iSupplier navigation and support
- Option 3	Sourcing navigation and support
- Option 4	Password Reset support
- Option 5	Payment queries and providing your Supplier Number

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Your Oracle Self Service

It is important to keep your Oracle record up to date. This minimises the risk of missing any email notifications or delaying payments. This can be done via iSupplier using the admin section or by contacting the iSupplier Support Team.

The most important information to keep updated is:

- **Email address (user account / purchase order).**
- **Banking details.**
- **Contact telephone number.**

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LCC Sourcing Supplier

To gain access to a tender you will need to use the LCC Sourcing Supplier Portal.

You can get to the main Sourcing Home Page by clicking the following links:

- **LCC Sourcing Supplier Portal**
- **Sourcing**
- **Sourcing Home Page**.

Sourcing Home Page

The Sourcing Home Page is the main page for:

- **Searching open negotiations.**
- **Viewing current active responses.**
- **Viewing current draft responses.**

It also displays information such as:

- **Time left remaining.**
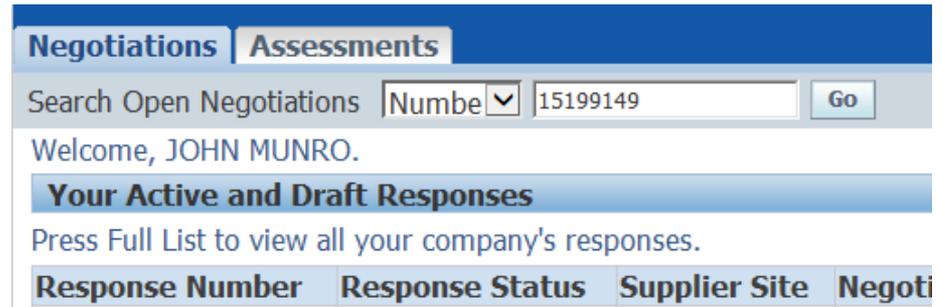- **Any unread messages.**

Search Open Negotiations

The easiest way to find an open negotiation is to search using the **RFQ Number**.

In the example shown, the RFQ Number for the negotiation is: **15199149** so that is what should be searched.

The first thing to do is to change the drop-down menu from **TITLE** to **NUMBER** and then type the RFQ Number in the box to the side.

Then click the **GO** button to search.

Negotiation Results

When the search results are displayed you should only get 1 positive match when searching by the RFQ Number.

Click the RFQ Number to be taken to the next screen and the main details of the negotiation.

Clarifications

- Clarifications also known as 'Online Discussions' within the system are queries submitted by Tenderers regarding the tender

- All clarifications must be sent via the online discussions function, any clarifications sent outside of the system will be redirected to the portal

- The Authority will respond via an online discussion which will be available for all Tenderers to view for transparency.

- Tenderers will receive a notification via the system when a new online discussion is published by the Authority.

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Negotiation Details

This is the main screen of the negotiation. In the top right, you will see the Actions menu. This menu has multiple functions such as:

- **Create Quote.**
- **Online Discussions.**
- **View Amendment History.**

Negotiations | **Assessments**

Negotiations > Active Negotiations >

RFQ: 15199149

Actions | Create Quote ▼ | Go

Title **Provider List for Day Time Support Services Older People/Dementia RFQ 15199149**	Open Date **01-Jun-2018 11:45:04**
Status **Active**	Close Date **30-Jun-2028 10:00:00**
Time Left **3676 days 18 hours**	

Header | Lines | Controls | Contract Terms

Buyer **Harrison, Mrs. Kirsty**	Outcome **Contract Purchase Agreement**
Quote Style **Blind**	Event **OJEU Open Framework Agreement**
Description **This is a tender for a Provider List for Day Time Support Services for Older People and People with Dementia. This List is open for a total for 10 years and applications to be included on the Provider List can then be submitted at anytime. Please see tender documents for time timescales. Day time supports for older people and people with dementia offer a wide and diverse range of supports including social interactions, healthy meals, activities, personal care support such as hairdressing and bathing, exercise classes and these can be provided in a variety of settings. To gain a place on the Provider List, Service Provider will need to satisfy the selection requirements, have no grounds for exclusion and confirm they meet and will maintain the Minimum Quality Standards through the period of validity to be added to the Provider List. The Provider List does not provide any guarantee of business to any individual Service Providers. Any Service Users can access the Provider list and choose which daytime support they wish to attend from the Authority's website and referrals can be made directly by the Service User, family and carers or via a social worker and the Authority's Care Navigation Service.**	

Terms

Effective Start Date **01-Jul-2018**	Total Agreement Amount
Effective End Date **30-Jun-2028**	Payment Terms
Bill-To Address ACCOUNTS PAYABLE DEPARTMENT	Carrier
Ship-To Address PR1 OLD PRES CH	Freight Terms
FOB	

Currency

RFQ Currency **GBP**	Price Precision **Any**

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Negotiation Details

At the bottom of the page you will have access to all the downloadable documents relating to that negotiation (notice that in this case there are more than 10, which will need to be accessed by clicking "Next 10").

Notes and Attachments

Note to Suppliers Please read all the tender documents before submitting your bid, please read 'Invitation to Tender' documents first.
IMPORTANT
During the tender process, bidders are advised to regularly check for any unread messages under the 'on-line discussion' facility to ensure that you are fully aware of any clarification responses.
It is your responsibility to keep updated with all on-line discussions in relation to this tender.

To ensure that you receive EMAIL notifications of online discussions please follow the following process:
(1) From the actions drop down box on the TOP RIGHT HAND CORNER of the HEADER page select CREATE QUOTE then click GO.
(2) You will now see the terms and conditions page - tick the box at the BOTTOM LEFT HAND CORNER of the page, then click the ACCEPT BOX at the TOP RIGHT HAND CORNER of the page.
(3) You will now be taken back to the HEADER PAGE, then click the SAVE DRAFT BOX. You are now registered to receive email notifications.

Previous 1-10 ⌄ Next 10

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
Invitation To Tender Provider List Day Time Support June 2018 Ongoing Applications.pdf	File		To Supplier	KFLEWITT001	01-Jun-2018	One-Time	✎	🗑
Provider Event Invite.pdf	File		To Supplier	KFLEWITT001	01-Jun-2018	One-Time	✎	🗑
UPDATED Appendix 1a - Agreement for Provider List of Day Time Supoort Services.pdf	File		To Supplier	KFLEWITT001	01-Jun-2018	One-Time	✎	🗑
Appendix 1a Additional Schedules for Provider List Agreement.zip	File		To Supplier	KFLEWITT001	01-Jun-2018	One-Time	✎	🗑
UPDATED Appendix 1b - Service Contract for Day Time Support Service.pdf	File		To Supplier	KFLEWITT001	01-Jun-2018	One-Time	✎	🗑
Appendix 1b Additional Schedules for Service Contract.zip	File		To Supplier	KFLEWITT001	01-Jun-2018	One-Time	✎	🗑
Appendix 2 - Minimum Quality Standards.pdf	File		To Supplier	KFLEWITT001	01-Jun-2018	One-Time	✎	🗑
Appendix 3 - Selection Criteria Questionnaire (Insert Name of Tenderer).docx	File		To Supplier	KFLEWITT001	01-Jun-2018	One-Time	✎	🗑
Appendix 4a - Service Information (Insert Name of Tenderer).xlsx	File		To Supplier	KFLEWITT001	01-Jun-2018	One-Time	✎	🗑
UPDATED Appendix 4b - Service Standard Charge Information (Insert Name of Tenderer).xlsx	File		To Supplier	KFLEWITT001	01-Jun-2018	One-Time	✎	🗑

Previous 1-10 ⌄ Next 10

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Creating A Quote

Once you have read through the documentation and completed any questionnaires, you will need to create your quote to enter your bid on the negotiation.

To do this, select **Create Quote** using the drop-down menu as previously shown and press **GO**. You will need to accept the terms and conditions shown on the screen at this point.

Once you have started your quote, you will see the screen as shown. Notice that this is where you will attach your completed documents / questionnaires (circled).

Once you have attached all documents click the **CONTINUE** button.

Review & Submit

This is the final page for you to review the information you have attached.

Once you are ready to submit your quote, click the SUBMIT button.

Your quote is now active.

Click the link to return to the Sourcing Homepage. You will see your submitted quote has an active status showing in your list of responses.

Questions & Answers

- Your Questions

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Part 4: Contract Management

- Monitoring of Standards

  Type – self assessment and site visit

  Frequency

- Communication

  Assigned Officers

  Contact Details

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Monitoring of Standards

- Provider Self Assessment

     A provider self assessment template will be sent approximately four weeks prior to a site visit for completion before the visit. The following information will also be requested prior to the visit

  – Training matrix/training programme
  – Sample rotas (over 4 week period)
  – Electronic copies of policies/procedures as defined in Standards (if available)
  – Electronic copy of service user handbook/guide (if available)

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Monitoring of Standards cont.

- Site Visit

    The Monitoring Officer will use an Accreditation form to verify the 10 standards are being met. Some of which will have already been evidenced via the Provider Self Assessment form. A copy of the Accreditation form will be sent to providers prior to the site visit. Any actions identified as part of the assessment process will be followed up with an improvement plan.

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Example Accreditation Form

Standard	Outcome	Supporting Evidence required	Verified (Y/N) CMO to initial
1. Informing and Deciding	Prospective users of the day time support service have all the information needed to help make a decision about using the service.	Desktop: Check website details are up to date. Request copy of Statement of Purpose and copy of handbook if available electronically. Request evidence of visitor log and procedure for visiting prior to taking up a place. Site visit: Check above if not available electronically.	
CMO Additional observations			

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Monitoring of Standards cont.

- Frequency

  An initial assessment, including self assessment and site visit, will take place as soon as possible after contract start date and no longer than six months after this date.

  Monitoring will then be completed every 12-18 months for the duration of the contract.

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Any questions?

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