

**Tenderers should only rely on the information released in the form of the Procurement Documents and Online Discussions through the eTendering System to form their Tender Submission.**

#	Document	CLAUSE / SCHEDULE REF.	SUBJECT	CLARIFICATION REQUEST	AUTHORITY'S RESPONSE
1	Appendix 2	-	Service	Within the Minimum Quality Standards it states ' Services do not include care at home'. Please can you confirm that the Services required are similar to Services delivered in a Day Centre?	The Services can be provided in a variety of settings, which may include specialised centres, in the community centres and can be provided within a residential care home.
2	ITT	Schedule 2 Section 7	Tender Submission Instructions	How do I upload the tender documents?	For information about uploading tender submission please read Invitation to Tender Document Schedule 2 Section 7 'Tender Submission Instructions'. There is also 'Quick Guides' available online at <a href="#">iSupplier Support</a> or you can phone the iSupplier support – 01772 534966 (Mon to Fri 9am to 5pm)
3	Appendix 4b	-	Standard Hourly Rate	In tender form 4b Service Standard charge information How can we break our costs down as there are a variety of levels of contribution depending on assessments. Some people may be on a much lower rate than others. Given that this is the case how can we get a true indication of our standard rate per hour.	Please use appendix 4b to provide your standard hourly rate, breakdown of associated costs and standard staff ratio at this standard hourly rate. This rate is standard hourly rate you will charge for Care Managed Service Users for your Day Time Support Service. This excludes the cost of any addition staff support or optional extras such as meals and transport. Service Users Individual rates we be discussed and assessed upon each commission. 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.
4	Appendix 4b	-	Standard Hourly Rate	In section 4b When populating the sections- Enhancements Non productive time National Insurance Pensions Overheads Do you require the hourly /daily/ yearly rates?	Please insert the rate as an hourly rate. The spreadsheet will then automatically provide you with a daily rate based on your length of a standard day and the hourly rate you input at the top, this provides you with a helpful check.
5	Appendix 4b	-	Standard Hourly Rate	It was our understanding that at each approved setting a provider may offer a range of support which each might incur a differing cost, e.g. full day	If your service provides services to people with dementia which is a different rate, please produce an extra Appendix 4b for each client group and use the Client

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				mainstream care, full day enhanced dementia care, half day rate, respite rate. If we use schedule 4b we can only create one rate per hour which will not give the service user/purchaser any indication of the various packages of care that are on offer from that setting. How do we provide the rates so that they may be added to the website to inform service users	Group menu at the top of the spreadsheet to indicate if this is for Older People or Older People with Dementia.  Please Note the rates will not be added to the Provider List or its associated website. The description of Service you provide in Appendix 4a will be displayed on the website and will inform Service Users and the Authority of Service available at your setting(s).
6	Appendix 4b	-	Standard Hourly Rate	Can you please clarify why providers need to share commercially sensitive cost data on their model of provision. we were advised that this was a providers list which was based on quality standards and that each provider would set their own price which would not be influenced by the commissioner. Why does the commissioner need to have the detailed cost breakdown including profit per hour for each provider. It could be seen that this information will be used to promote the cheapest provider to service users as opposed to allowing them to make a decision based on quality and total cost	To Clarify, this Hourly Rate you provide will not be evaluated. Service Providers are able to set their own rate for the Services they provide. This information will not be displayed on the website. This information will only be used to input your price when we commission services for Care Managed Service Users. Service Users will have the opportunity to choose their own services – see Schedule 4 of the ITT.  The price breakdown is for information only at this stage. Upon the anniversary of the Service Contract Service Provider may request a Change to their standard hourly rate for Care Managed Service Users and the breakdown of costs will be used as a comparison to demonstrate the change of costs before the Authority agrees to change the price of service of Care Managed Services only.
7	Appendix 4b	-	Places available	Can you tell us regarding 4 b Places available. Is that weekly or daily?	To clarify this is places during a standard day.
8	Appendix 4b	-	Non Productive Time	Non productive time, is that a cost, hours, day or percentage?  It would be helpful if you could provide a completed sample form that we could use as a guide on completion?	All entries in the cost breakdown should be a cost per hour, which demonstrates how your hourly rate for your Service is calculated. Non-productive time are costs associated with covering care worker non-productive time e.g leave / sickness etc.  It would not be appropriate to provide a sample breakdown as there are many different types of Services and therefore we would not want to mislead tenderers.

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9				Do we complete 2 x of 4a and 4b for each of our centres as we have ordinary day care and enhanced day care?	Please complete appendix 4a and 4b for each Service location. If within your Service location you offer Services to different client groups please complete 4b charge information for each client group.
10	Appendix 4b	-	Overheads	How are over heads in 4b to be calculated, is it an hourly figure you require?	Yes please complete all entries as an hourly cost to demonstrate how your hourly rate is calculated.
11	Appendix 4b	-	Standard Hourly Rate	Can you please clarify if in App 4b under each of the columns Role 1, 2 ,3 etc you include all care staff i.e. those responsible for Service User care. I understand management etc is separate but in our Centre we employ a number of care staff whom are all employed at the same times - how do you enter this data?	If the staff are all at the same grade & role you should enter the cost and staffing ratio per service user that you would charge into Role 1. If you have different grades & salaries then you should group them into the relevant seniority or pay scales for example carer / senior carer etc. The split of roles is to see what level of staff are supporting,
12	Appendix 4b	-	Standard Hourly Rate	At one location we offer standard – (frail and elderly) day time support at a current spot rate. We also offer at the same location an enhanced daytime support for those with Dementia that currently holds a higher spot rate. Do we now complete a separate 4b spreadsheet for each rate (standard and enhanced) meaning 2 for each location that offers both standard and enhanced	Yes – please see clarification number 5 on this Clarification Log.
13	Appendix 4b	-	Hourly Rate	Please can you clarify is the hourly rate in overheads per centre per person per hour or just per centre	It is the hourly rate per person per centre
14	-	-	Transport	Who is providing the transport? Some providers include transport as part of the cost of day time support	Transport is not part of the requested hourly rate and can be charged as a separate price along with other additions such a meals. If a provider includes free transport and/or meals as part of the offer to service users they can highlight this in their description of their services which will go onto LCC's website. If they put these as additional costs this will be commissioned as part of the

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					care package if the service user is assessed as requiring them.
15	-	-	LCC Day Time Support	Have LCC's own Day time Support Services been through this process?	As this is an in house service they are exempt from the regulations governing public sector finances and tendering. However they will be displayed on the the webpages.
16	-	-	Service Prices	Will LCC's Day Time Support Service costs be displayed or shared?	No. Provider's costs will not be shared as part of the information on LCC's Day Time Support webpage.
17	-	-	Procurement	Why is LCC procuring this service	The total overall costs for Day Time Support takes the level of spend over the OJEU thresholds and as a public body LCC has to follow EU and UK Regulations in procuring its goods and services. Please see slide 7, of the bidder event presentation, for the appropriate laws and regulations. Further bidder events will be arranged periodically.
18	-	-	Procurement	Why do providers have to go through this process when they are already providing a day time support service?	Please see the previous response. Additionally, as the Day Time Support Service is an unregulated service LCC have put together the Minimum Quality Standards which it now requires providers who wish to provide this service to LCC's service users to meet and maintain throughout the ten years of the Provider List. This is the new way we will be commissioning Day Time Support Service for this client group.
19	-	-	Service Information	How do service users locate the details of the services and utilise the services?	Service Users can access the webpage themselves and view the Services available in their area. They can also use our Care Navigation Service to help find a Service. Please see slide 6 and slide 7 of the bidder event presentation for the process for care managed service users and private and direct payments. The precise timings of each step cannot be defined due to factors which cannot be controlled but this shows the process LCC will go through when it has new service users with an assessed requirement for day time support and for those who are on direct payment or privately funding.

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20	-	-	Existing Services	Is there a deadline for providers who currently provide a service to LCC's service users?	Providers who currently provide a day time support service to LCC's service users (older people and people with dementia) are being encouraged to apply to be included on the Provider List. Eventually there will come a time when those service users will have their care re-assessed and may then be transferred to a provider who is on the Provider List or, if they wish to stay with their current provider, may take a direct payment. Providers involved will be notified in advance of this.
21	-	-	Service Prices	How will service users know the prices of the Day Time Support Services?	Service Users can contact the Providers direct for prices, or if LCC are managing their care for them this can be discussed with the Social Worker. Private Service Users and Direct Payment Service users can discuss prices directly with the Provider and LCC have no control over the prices charged to these Service Users.
21	Appendix 4a	-	Specialist Services	How can we advertise our specialist services we offer?	Tenderers can provide details of their specialist services with the 'Service Description' box within Appendix 4a of the application documents found on the Oracle Sourcing Portal.
22	Appendix 4a and 4b	-	Multiple Services	We have more than one Day Time Support Service, do we need submit a tender for each service?	Organisations can submit one tender and within this they are required to submit one an Appendix 4a and 4b for each Service they wish to be considered for the Provider List.
23	-	-	Recommending Services	Would LCC recommend Day Time Support providers to the Services, for example would they recommend lowest price Services?	LCC would not be recommending which Service the Service Users should choose. The Care Navigation Team would contact Day Time Support providers from the Provider List for vacancies and then would present the available Provider to the Service User/Family/Social Worker for the Service to choose. As always Social Workers would be assessing that the Service would be able to meet the Service User's needs.
24	Appendix 4b	-	VAT	Should we provide a price including VAT?	Please ensure the prices you submit are excluding VAT. Please also see Service Contract clause 12 (Payment) for more details.
25	-	-	Provider List Start Date	-	Please note that the Provider List Agreement start date has been delayed and will commence 3 <sup>rd</sup> September 2018. Any new applications will be processed as per the

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					published timescales, however no new Provider List Agreements will commence until 3 <sup>rd</sup> September and onwards.																																				
26				Would the Council be keen for new day service providers to apply to join the Approved List who do not currently offer services in Lancashire or is there sufficient supply of day service places across the borough?	There is no restrictions in the number and location of the Day Time Support Services who can apply to be on the Provider List.																																				
27				Would it be possible to get a breakdown of the number of new referrals for day services for the past 12 months and the geographical areas where these individuals live please?	<table border="1"> <thead> <tr> <th>District</th> <th>No of Authority Funded Placements (Care Managed Service Users)</th> </tr> </thead> <tbody> <tr><td>Accrington</td><td>1</td></tr> <tr><td>Blackburn</td><td>3</td></tr> <tr><td>Blackpool</td><td>1</td></tr> <tr><td>Burnley</td><td>4</td></tr> <tr><td>Chorley</td><td>3</td></tr> <tr><td>Colne</td><td>1</td></tr> <tr><td>Lancaster</td><td>1</td></tr> <tr><td>Leyland</td><td>4</td></tr> <tr><td>Lytham St.Annes</td><td>7</td></tr> <tr><td>Morecambe</td><td>3</td></tr> <tr><td>Nelson</td><td>3</td></tr> <tr><td>Ormskirk</td><td>2</td></tr> <tr><td>Poulton-le-Fylde</td><td>1</td></tr> <tr><td>Preston</td><td>14</td></tr> <tr><td>Rosendale</td><td>1</td></tr> <tr><td>Southport</td><td>1</td></tr> <tr><td>Thornton-Cleveleys</td><td>2</td></tr> </tbody> </table> <p>Please note:                      The referral information provides information only for individuals whose care is directed funded and managed by Lancashire County Council.                      Please note that this information should not be used to define future numbers of referrals or level of business</p>	District	No of Authority Funded Placements (Care Managed Service Users)	Accrington	1	Blackburn	3	Blackpool	1	Burnley	4	Chorley	3	Colne	1	Lancaster	1	Leyland	4	Lytham St.Annes	7	Morecambe	3	Nelson	3	Ormskirk	2	Poulton-le-Fylde	1	Preston	14	Rosendale	1	Southport	1	Thornton-Cleveleys	2
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					<p>need. As stated in the tender documentation, there is no guaranteed level of business associated with this procurement.</p> <p>As the provider list becomes more established, we are looking to collect information on all requests for daytime support received.</p>
28				<p>Would the Council be interested in alternative models of day service provision e.g. peripatetic services in existing community facilities?</p>	<p>The Provider List is open to different types of Day Time Support Services that providers have to offer.</p>
29			CQC Registration	<p>Please can you confirm if you need to be CQC registered?</p>	<p>For the purposes of the Day Time Support Provider List CQC Registration is not required at the present time as day time support is an unregulated service. LCC have put together the Minimum Quality Standards which it now requires providers who wish to provide this service to LCC's service users to meet and maintain throughout the ten years of the Provider List</p>