

Tender Ready Training - Provider Event V4

**14th December 2015 at Victoria Hall, Keighley
Presented by Pam Roebuck & Paul Hunt**

Q&A Write-Up from the day and Next Steps

Question Area	Question	Response applicable to Residential & Nursing Care Providers	Response applicable to Domiciliary Care / Personalised Care & Support Providers
The aim of this Tender Ready Awareness Session	We were specifically told that we were going to go through the tender process for residential care at this event – but this is not the case?	Tender ready training is not intended to be specific to any service, as the Council is unable to disclose the contents of the tender prior to publication	Tender ready training is not intended to be specific to any service, as the Council is unable to disclose the contents of the tender prior to publication
	Small/medium sized providers will have limited experience of tendering. How and where do we get the resources from to help gain the experience needed to be successful?	The Council is unable to assist in the completion of tender documents, however bidders may ask for clarification of specific points within the tender material through the Yortender website. The Council runs tender ready training sessions and we encourage you to attend. Copies of the presentation slides from the event are available on the Bradford Council website under Commissioning Adult and Social Care Services.	The Council is unable to assist in the completion of tender documents, however bidders may ask for clarification of specific points within the tender material through the Yortender website. The Council runs tender ready training sessions and we encourage you to attend. Copies of the presentation slides from the event are available on the Bradford Council website under Commissioning Adult and Social Care Services.

Support from council staff	There is no staff recruitment in the Council and experienced staff are leaving, so who do we ask in the Council for help?	The Council has a team of experienced and skilled staff who will support with the contract and quality assurance procedures through the management of the framework. Whilst the Council is unable to assist Providers in the completion of individual tender documents, however bidders may ask for clarification of specific points within the tender material through the Yortender website.	The Council has a team of experienced and skilled staff who will support with the contract and quality assurance procedures through the management of the framework. Whilst the Council is unable to assist Providers in the completion of individual tender documents, however bidders may ask for clarification of specific points within the tender material through the Yortender website.
	How geared up are the Council to support and do you have capacity to support providers?	The Council is unable to assist in the completion of tender documents, however bidders may ask for clarification of specific points within the tender material through the YORtender website. The Council runs tender ready training sessions and we encourage you to attend. Copies of the presentation slides from the event are available on the Bradford Council website under Commissioning Adult and Social Care Services	The Council is unable to assist in the completion of tender documents, however bidders may ask for clarification of specific points within the tender material through the YORtender website. The Council runs tender ready training sessions and we encourage you to attend. Copies of the presentation slides from the event are available on the Bradford Council website under Commissioning Adult and Social Care Services
What is the procurement is trying to achieve	After the tender process, how many care providers do you expect to lose?	It is not the Council's intention to reduce the size of the current market. The aim of this procurement exercise	The aim of this procurement exercise is to improve the quality of service provision across the District. Providers

		<p>is to improve the quality of service provision throughout the framework term, including the provision of training and assistance where necessary.</p>	<p>will be able to bid for services in distinct geographical areas, as well as for specialist services on a District-wide basis. Whilst this may result in the loss of services for some providers, we anticipate the creation of new opportunities across the market.</p>
	<p>If all the providers who tender are successful, then what is the point of the tender process?</p>	<p>The aim of the tender process is to improve the quality of service provision across the market. The Council has an obligation as a public body to demonstrate the fair and transparent selection of service providers through a tendering process.</p> <p>The framework includes up to date terms and conditions and service specifications that reflect good practice in the sector.</p>	<p>Dom Care: The aim of the tender process is to assess the quality of service provision across the district. The Council has an obligation as a public body to demonstrate the fair and transparent selection of service providers through a tendering process.</p> <p>The framework includes up to date terms and conditions and service specifications that reflect good practice in the sector.</p>
	<p>The provider list is currently closed. When will this re-open?</p>	<p>Previous accreditation processes have now been closed to new providers. We invite all providers to register on YORtender to await the publication of the tender documents.</p> <p>The new framework will operate as a closed process in accordance with legal guidance; however we will look to operate the framework on a 2 yearly</p>	<p>Previous accreditation processes have now been closed to new providers. We invite all providers to register on YORtender to await the publication of the tender documents.</p> <p>The new framework will operate as a closed process in accordance with legal guidance; however we will look to operate the framework on a 2 yearly</p>

		basis so as not to unfairly exclude competition.	basis so as not to unfairly exclude competition.
	This is all meant to save money isn't it rather than to provide better quality provision?	The aim of these frameworks is to improve the quality of service provision. We anticipate Integrated working to provide greater efficiency, however these are not savings led initiatives	The aim of these frameworks is to improve the quality of service provision. We anticipate Integrated working to provide greater efficiency, however these are not savings led initiatives
	QSA route - what about the choice directive? Is the QSA taken into account?	Not clear what the QSA is. Please email via Commissioning Inbox with clarification and we will be happy to respond further.	Not clear what the QSA is. Please email via Commissioning Inbox with clarification and we will be happy to respond further.
	We have never had to tender before, so why do we need to do so now?	The Council has an obligation as a public body under the Public Contract Regulations 2015 to demonstrate the fair and transparent selection of service providers through a formal tendering process. The aim of the tender process is to improve the quality of service provision across the market.	The Council has an obligation as a public body under the Public Contract Regulations 2015 to demonstrate the fair and transparent selection of service providers through a formal tendering process. The aim of the tender process is to assess the quality of service provision across the district. .
	What are the benefits to the Council of the tender process?	The framework includes up to date terms and conditions and service specifications that reflect good practice in the sector.	The framework includes up to date terms and conditions and service specifications that reflect good practise in the sector.

		The benefit to the Council and the service users is the quality of service provision across the district	The benefit to the Council and the service users is the quality of service provision across the district
How the tenders will be evaluated	In the new tender documents, will it be clear what the scores are/ how the scoring works for each question?	Full details of scoring criteria, weightings and breakdown will be available in the Invitation to Tender documents, known as the ITT. There will be an opportunity for clarification questions, should these be necessary	Full details of scoring criteria, weightings and breakdown will be available in the Invitation to Tender documents, known as the ITT. There will be an opportunity for clarification questions, should these be necessary
	What is the council looking for? A good tender writer or a good service provider? Often the two do not match.	The Council invites submissions from all service providers. Submissions are evaluated by a panel which may include operational and commercial staff, in order to form a conclusive set of scores based on the quality and experience demonstrated. The tender documentation is not designed to exclude providers. Guidance will be included in the documentation and the questions will be clear in what they are looking for in a response.	The Council invites submissions from all service providers. Submissions are evaluated by a panel which may include operational staff and service users, as well as commercial staff, in order to form a conclusive set of scores based on the quality and experience demonstrated. The tender documentation is not designed to exclude providers. Guidance will be included in the documentation and the questions will be clear in what they are looking for in a response.
	It very much feels as if the Council	The Council are establishing the new	The Council are establishing the new

	<p>do not put the service user at the heart of the process. The tender should be about quality of provision, not how good we are at completing paperwork.</p>	<p>frameworks to ensure that the appropriate terms, conditions and specifications of care are established. The purpose of this is to ensure that service users are provided with the appropriate care they require and a good quality.</p>	<p>frameworks to ensure that the appropriate terms, conditions and specifications of care are established. The purpose of this is to ensure that service users are provided with the appropriate care they require and a good quality.</p>
How will quality be checked	<p>Bradford hasn't a recognised quality framework in place. How often are we likely to get quality visits to the homes?</p>	<p>The Council are developing the contract management process alongside the framework development. Details of this will be included in the documentation. The visit frequency will be determined on a risk management basis.</p>	<p>The Council are developing the contract management process alongside the framework development. Details of this will be included in the documentation. The visit frequency will be determined on a risk management basis.</p>
Length of contracts	<p>Tender writing is expensive. The contract lengths are usually 3 years, plus 1, plus 1. Will the Council give out longer contracts? This would provider more stability for staff. Some will leave our organisation when the contract is due for renewal which then has a knock on effect on quality of care and morale.</p>	<p>Call-off business for individual placements of care under the frameworks may exceed the duration of the framework itself however this would be decided on a case by case basis.</p> <p>The new framework will operate as a closed process in accordance with legal guidance; however we will look to operate the framework on a 2 yearly</p>	<p>Call-off business for individual placements of care under the frameworks may exceed the duration of the framework itself however this would be decided on a case by case basis.</p> <p>The new framework will operate as a closed process in accordance with legal guidance; however we will look to operate the framework on a 2 yearly</p>

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Service User Engagement & lack of a clear understanding of what's happening "on the ground"	Do the service users look at the tender documents or do they come in and visit the homes?	Service users will not be undertaking service visits or be part of evaluation panels for the R&N services.	<p>As well as the annual survey from the Council Service Users have fed back on the draft service specification via Officers completing 1-1 visits to Service User homes.</p> <p>Healthwatch have also commented on the draft service specification from the feedback they have received from elderly people in the district.</p> <p>Consultation has taken place with the Older Peoples Partnership and feedback on the draft service specification is being obtained along with any suggestions for ITT questions and answers.</p> <p>Feedback is also being obtained by Health and Children's Services from their Service Users the draft service specification and potential ITT questions.</p> <p>Engagement has taken place with Service Users of an Extra Care Scheme to obtain feedback on the care they receive, feedback on the draft specification and possible ITT questions and answers.</p>
	The people in the council who decide what they want the service to look like don't engage with the service users or the market to know what is happening on the ground.	<p>Consultation meetings have been held with service users and carers at</p> <ul style="list-style-type: none"> • The Alzheimer's Society, • Bradford Council Residential Homes • Carers Resource 	Discussions have taken place as above with Older Peoples Partnership and colleagues from Carers Resource were also present to obtain feedback from.

	Can better communication happen?	<ul style="list-style-type: none"> The Older Peoples Partnership During the annual Residential and Nursing survey we collected list of individuals who have indicated they wish to take part in further research. <p>Feedback has also been collected by Health through the CCG engagement process.</p>	1-1 visits with Service Users are taking place to discuss and possibly identify questions they would like the Council to ask of Providers in the ITT documentation. Health and Children's Services are also engaging with their Service Users and other network contacts. No decision has been made on what capacity Service Users will be involved in the tender evaluation at the moment.
Time frames for the tender & Communication	We don't know why tenders are being put back from their original timeframes? The Council said they would publish something on their website but it is not there. We need better communication.	The timeframe for the Residential Framework has been revised in line with the feedback received at the Provider Engagement Event. Official confirmation of change was issued through the Commissioning Inbox to all Providers.	N/A
How the framework is intended to work	Are you refusing to fund anyone not on the framework?	Providers who are unsuccessful, or choose not to bid to the Framework will not be eligible for any enhanced rates	Providers who are unsuccessful, or choose not to bid for inclusion on the Framework will not be eligible for any

& Implications for providers who do not join the framework & The incentives for joining the framework		<p>or premiums the Framework attracts, and where use is dictated by service user choice, basic rate will apply. We will not be recommending that existing service users change provider based on the outcome of the framework process.</p>	enhanced rate.
	<p>Can a funded service user choose to go to a provider not on the framework?</p>	<p>Service users will be informed in the event that their chosen provider is not on the framework, and given the option to move to a framework provider. Where that service user chooses to go to a non framework provider, basic rate will apply.</p>	<p>Service users will be informed if their provider is not on the framework and given the option to move to a framework provider. Should the service user wish to go to a non framework provider they will be offered a direct payment.</p>
	<p>What we were led to believe is - if a service user is self-funding their own residential care then they can choose any home of their choice. However, if the service user is funded by the council they can only choose the homes currently on the framework. Why is this?</p>	<p>This is incorrect. Please see above</p>	N/A
	<p>Can we join a framework at any point in time?</p>	<p>We are exploring with our Corporate procurement and Legal Teams if the framework can be opened on an annual basis or alternatively opt for an annual</p>	<p>We are exploring with our Corporate procurement and Legal Teams if the framework can be opened on an annual basis or alternatively opt for an annual</p>

		framework agreement. However the latter option would require quite significant additional resources for both the Council and Providers.	framework agreement. However the latter option would require quite significant additional resources for both the Council and Providers.
The incentives for joining the framework	We were told that if we are not on the residential home framework then we wouldn't get any work. How does this fit with the choice directive and is this correct? What is the incentive for us to go on the framework?	We will not be recommending placements with providers who are not on the framework however this does not exclude a provider from all future business and central to this is client choice. Please also see above response.	We will not be recommending placements with providers who are not on the framework however this does not exclude a provider from all future business and central to this is client choice. Please also see above response.
Costs / Fees	What will happen if we offer the work on a fixed price and then the service user deteriorates and the cost of care increases with their level of need?	If a provider determines that a Service Users needs have changed and are no longer able to meet these needs then a social work review will be required. The outcome of the review will determine whether additional resource is required.	If a provider determines that a Service Users needs have changed and are no longer able to meet these needs then a social work review will be required. The outcome of the review will determine whether additional resource is required.
	In residential care will you ask for a price for every individual or for categories of care?	Funding mechanisms will be included in the tender documentation	Funding mechanisms will be included in the tender documentation
	Whatever we put in the pricing schedule will this apply for the duration of the contract or is there	Financial methodology will be published with the tender and it will be a requirement to provide the service at the rates	Financial methodology will be published with the tender and it will be a requirement to provide the service at the rates

	an opportunity to increase prices with RPI, to take into account the national living wage etc.?	published. The terms and conditions and financial methodology will include details of the processes to review the rates payable. Providers will not be required to submit pricing as the tender will be advertised at a fixed rate.	published. The terms and conditions and financial methodology will include details of the processes to review the rates payable. Providers will not be required to submit pricing as the tender will be advertised at a fixed rate.
Future engagement with providers	What are the dates for the next event?	The date of the next meeting for Providers is not yet confirmed but it is anticipated to be at the end of January / early February 2016.	The date of the next meeting for Providers is not yet confirmed but it is anticipated to be at the end of January / early February 2016.
Contract terms and conditions	If we decide to sell our Company what will happen to the contract? Can it be passed to the new owner?	Transfer of ownership during the term of Framework will be dealt with on an individual basis following advice and support from the Council's Commercial Law Team.	Transfer of ownership during the term of Framework will be dealt with on an individual basis following advice and support from the Council's Commercial Law Team.
Similarity to Care Quality Commission Questions	We may have answered similar questions for the Care Quality Commission. If this is the case, can we use the same answers for the tender process?	The tender will include specific questions, formulated by the Council, to demonstrate Provider understanding of the service specification, The criteria for assessment of the questions will also be published in the tender documents. It is for the Provider to determine the most comprehensive response to the question asked.	The tender will include specific questions, formulated by the Council, to demonstrate Provider understanding of the service specification, The criteria for assessment of the questions will also be published in the tender documents. It is for the Provider to determine the most comprehensive response to the question asked.

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