

## Appendix 2

### DOMICILIARY CARE METHOD STATEMENT

#### 1 Introduction

Tenderers are required to submit method statements demonstrating how they intend to deliver services if awarded a contract. Responses to the method questions will enable the evaluation panel to assess tenderers against the requirements of the service specification.

Tenderers should provide information which demonstrates and supports their understanding of, and ability to meet the service specifications. **It is vital that responses do not simply replicate or list policies and procedures, but clearly demonstrate how and when these might apply and how they will be utilised in service delivery.**

1.1 The method statement enables tenderers to submit information for a single lot. Bidders will need to answer all of the core questions, the specialist question and pricing schedule.

**Failure to complete all required questions will result in the submission being rejected.**

1.2 Responses to the method statement must be made using the tender template attached at appendix 1. Responses that are not submitted in the required format or do not answer all required questions will not be considered.

1.3 Bidders must clearly indicate on the pricing schedule which volume(s) of hours they wish to be considered for above the 60,000 minimum (80,000 and 100,000).

#### 2. Consortia Bids

Consortia bids must also answer the questions listed on the tender submission template, and reproduced at 2.1 below. Whilst the answers to these questions will not form part of the overall evaluation process they will be assessed to determine the consortium's overall ability to deliver services under the contract. As such a failure to satisfactorily answer any of the questions may result in the consortium bid not being accepted for evaluation:

##### 2.1 Consortia Model

- a. What legal form will be taken by the consortia in the delivery of the service.
- b. Explain how the model stated above will work to deliver the service. Within your response please outline the management structure and the responsibilities of each of the consortium members for the delivery of the service within this model.
- c. What does the consortia perceive to be the risks associated with the model of delivery stated in b and how does the consortia propose to manage /mitigate

these risk to ensure an effective service delivery. Also state which member(s) of the consortium will be liable for the risks.

- d. Please explain the Consortia’s approach to financial management for the delivery of services?
- e. Please explain how decisions will be made within the Consortia and how this decision will be communicated quickly and effectively through-out the consortia to ensure an effective service delivery.
- f. Please explain what processes are in place to manage the relationships between consortium members.
- g. Please state which member of the consortia will be responsible for contract management and how the process will work.

### **3. Evaluation**

#### **3.1 Evaluation Panels**

Tender Evaluation Panels, representing relevant stakeholders, will be convened to evaluate the tender submissions.

The panels will score the method statements using the scoring system set out below and will have the discretion to award half points.

Evaluation will comprise of:

- Evaluation of the tender submission;
- Evaluation of the pricing schedule submission.

#### **3.2 Evaluation scoring**

Each question on the method statement will be scored from 0-5 as follows:

No submission	0 points	Failed to submit a method statement or address question
Very Poor	1 point	A limited response with poor supporting evidence and lacks clarity
Poor	2 points	Answers meet some, but not all of the method statement’s requirements. Lacks convincing evidence and understanding of the requirements.
Acceptable	3 points	Acceptable answer to the method statement. Answers are comprehensive and meet the required standards in all material aspects
Good	4 points	Answer demonstrates a real understanding and gives much more detail to the method statement
Excellent	5 points	Answers gives real confidence and that the method statement provides much more added value, is realistic and achievable and gives greater understanding then that of the acceptable answer.

### 3.3 Word Limits

A strict word limit has been applied to each method statement question, to enable responses to be as concise and relevant as possible. Submissions must be kept to the maximum word limits as detailed at the top of each section. Any information that exceeds the word limits stated will be excluded from evaluation. Unless requested, attachments should not be included and they will not be read or considered as part of the evaluation. This includes any policy and procedures that are referenced in the responses unless these have been explicitly requested in the relevant question.

### 3.4 Award Criteria

Contract award will be based on the most economically advantageous tender, taking into account quality, price and innovation.

The listed weighted criterion will be considered in reaching a final decision, based broadly on 45% Quality, 45% Price and 10% innovation.

The Method statement responses will be used to evaluate quality and innovation and carry an overall weighting of 55%, whilst prices will be assessed using the information submitted on the Pricing Schedule.

There are five qualitative criterion which apply to quality, and one to innovation. Questions are grouped together under the qualitative evaluation sub criterion to which they most closely relate. In some cases there is just one question, in others there are more.

The total score for each section of the method statement will be weighted by the relevant weighting factor (as shown in the tables below), in accordance with the award criteria, to give a final score.

Criterion	Sub criteria	Weighting
<b>Quality, performance and outcomes</b>	<ul style="list-style-type: none"><li>• Effective systems to measure quality, performance and outcomes.</li><li>• Commitment to and systems for ensuring high quality services and continuous improvement.</li><li>• Demonstrates a commitment to the promotion of fair access and inclusion.</li></ul>	6%
<b>Sustainability and deliverability</b>	<ul style="list-style-type: none"><li>• Appropriate infrastructure to be able to deliver services effectively, flexibly and responsively across the Borough.</li><li>• Demonstration of effective training and appropriately qualified staff.</li><li>• Knowledge of the issues relating to staff transfers.</li><li>• Appropriate experience in implementing effective strategies for disengagement/ throughput.</li></ul>	6%
<b>Community</b>	<ul style="list-style-type: none"><li>• Demonstration of an ability to deliver sensitive and</li></ul>	12%

<b>benefit and added value</b>	<p>appropriate services to the diverse communities of the Borough.</p> <ul style="list-style-type: none"> <li>• Commitment to employment of local people.</li> <li>• Demonstration of how a contribution will be made to the community infrastructure in the Borough.</li> <li>• Demonstration of the unique characteristics of the organisation which will add value for users and commissioners.</li> </ul>	
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Commitment to ensuring service users are free from physical and emotional abuse, harassment and neglect.</li> </ul>	6%
<b>Specialist knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstration of a commitment to and experience of working in partnership at a local level.</li> <li>• Demonstration of effective training and appropriately qualified staff.</li> <li>• Understanding and experience of delivering sensitive and appropriate services in relation to specific situations, including: <ul style="list-style-type: none"> <li>○ Dementia Care</li> <li>○ End of life care</li> <li>○ Complex disabilities</li> </ul> </li> <li>• An understanding of how to achieve the outcomes specified in the service specification.</li> </ul>	15%
<b>Innovation</b>	<ul style="list-style-type: none"> <li>• Demonstration of how services will respond to the developing opportunities of the personalisation agenda and deliver increased flexibility and control for service users.</li> <li>• Explanation of the service models that will be utilised to enable personalised services to be delivered; what standards will be applied and what changing experiences can service users expect.</li> </ul>	10%
<b>Price</b>	<ul style="list-style-type: none"> <li>• Cost per hour (60,000 hours)</li> <li>• Cost per hour (80,000 hours)</li> <li>• Cost per hour (100,000 hours)</li> <li>• Cost per night for sleeping –night shifts</li> <li>• Proportion of hourly rate attributable to direct and indirect care staff costs</li> <li>• Proportion of hourly rate attributable to direct and indirect management and admin costs</li> <li>• Proportion of hourly rate attributable to other running costs</li> <li>• Model of service delivered within submitted price</li> </ul>	45%

1. Core Questions

METHOD STATEMENT		Word limit	Weight
<b>Quality, Performance and Outcomes</b>			
<b>Effective systems to measure quality, performance and outcomes.</b>	What outcome measuring tools will your organisation use to demonstrate the benefit of using this service to both service users and commissioners?	500 words	
<b>Commitment to and systems for ensuring high quality services and continuous improvement</b>	Please provide a case study that demonstrates how you have identified and addressed poor performance in service delivery, giving details of organisational systems that underpin your approach.	500 words	
<b>Demonstrates a commitment to the promotion of fair access and inclusion</b>	Please explain how your organisation promotes equality and makes tangible progress in the area of diversity. Illustrate your answer with examples demonstrating effective achievements in this area for both staff and service users.	500 words	
			<b>6%</b>
<b>Sustainability and deliverability</b>			
<b>Knowledge of the issues relating to staff transfers.</b>	The letting of new contracts is likely to involve a transfer of existing services. How will you determine where TUPE applies, and where it does apply how will you manage the smooth transition of staff transferring to your Organisation under TUPE?	500 words	
<b>Appropriate infrastructure to be able to deliver in the selected geographic area/s</b>	Please detail how you will effectively and responsively deliver services in the Borough, including any infrastructure already in place, and how you will address developing the required infrastructure both now and in the future.	500 words	
<b>Ability to effectively manage service transfers</b>	How will you ensure any service handovers are seamless and successful? Please provide a specific example where possible.	500 words	
<b>Demonstration of effective training and appropriately qualified staff.</b>	What systems does your organisation have in place to ensure that training is effective and implemented in everyday practise?	500 words	
			<b>6%</b>
<b>Community benefit and added value</b>			
<b>Demonstration of an ability to deliver sensitive and appropriate services to the diverse communities of the Borough.</b>	Please describe how you will ensure that issues of language, culture and ethnicity are managed sensitively and appropriately across the diverse communities living in the Borough.	750 words	

<b>Commitment to employment of local people.</b>	What approach does your organisation take to the employment of local people? Please provide a specific example where possible.	500 words	
	What part will the employment of local people play in your approach to ensuring the delivery of sensitive and appropriate services to the diverse communities in the Borough?	500 words	
<b>Demonstration of how a contribution will be made to the community infrastructure in the Borough.</b>	How will your organisation engage with other council staff, NHS staff and local community and voluntary sector organisations in the Borough in order to make a positive contribution to local communities? Please provide a specific example where possible.	500 words	
<b>Demonstration of the unique characteristics of the organisation which will add value for users and commissioners.</b>	What is unique about your organisation, and how will this add value for service users and commissioners?	500 words	
			<b>12%</b>

#### Safeguarding

<b>Commitment to ensuring service users are free from physical and emotional abuse, harassment and neglect</b>	How will you ensure that care staff and managers are able to recognise, identify and respond appropriately to signs of possible abuse of individuals?	500 words	
			<b>6%</b>

#### Specialist knowledge (to be answered for each lot bid for)

<b>Demonstration of a commitment to and experience of working in partnership at a local level.</b>	Please provide an example of how front-line care staff in your organisation have successfully worked in partnership with other agencies at a local level to deliver high quality care and support to individuals.	500 words	
<b>Demonstration of effective training and appropriately qualified staff.</b>	Please provide detail of the training and development opportunities delivered to your staff over the last 12 months in the following areas: <ul style="list-style-type: none"> <li>• Health interventions and medication management;</li> <li>• Effective Safeguarding</li> </ul>	500 words	
<b>Understanding and experience of delivering sensitive and appropriate services in relation to specific situations, including:</b> <ul style="list-style-type: none"> <li>• Dementia Care</li> <li>• End of life care</li> </ul>	Please provide detail of how your organisation would provide sensitive and appropriate care and support to individuals in two of the three situations listed here. You may use case examples in answering this question if appropriate.	750 words	

• <b>Complex disabilities</b>			
<b>An understanding of how to achieve the outcomes specified in the service specification.</b>	Please provide a case study (of your choosing) and describe how in that example your model of care would deliver the outcomes specified in the service specification.  Note: the case study description can be up to 200 words in addition to the 500 word limit for the answer.	500 words	
			<b>15%</b>

<b>Innovation</b>			
<b>Demonstration of how services will respond to the developing opportunities of the personalisation agenda and deliver increased flexibility and control for service users.</b>	How will you ensure that the service you deliver is sufficiently flexible to support user choice in when and how the service is provided?	500 words	
	How will your service model support service users to access community facilities outside of their home?	500 words	
	What will change for service users as a result of your service model? Please provide an example from existing practice where possible.	500 words	
			<b>10%</b>