

## **TENDER PACK**

# **FOR THE PROVISION OF STARTING WELL A PREVENTION SERVICE FOR CHILDREN AND YOUNG PEOPLE AGED 0 -19 YEARS AND THEIR FAMILIES IN WORCESTERSHIRE**

**ISSUE DATE:** 2<sup>ND</sup> MARCH 2016

**CLOSING TIME & DATE:** NOON ON  
3<sup>RD</sup> MAY 2016



# Contents

Section	Description	Purpose
1.	Introduction	Provides background information about the local and national policy context and why the Service is being commissioned.
2.	Definitions	Defines the terms as used in this pack.
3.	Tender Overview	Summarises key information relating to the Tender.
4.	Tender Evaluation and Award Criteria	Sets out the criteria the Council will use to award the Tender.
5.	Tendering Arrangements and Timetable	Sets out the tendering process and timetable (including key stages and how to obtain further information).
6.	Tender Questionnaire and Declaration	Contains the Questionnaire together with completion instructions and Declaration to be signed by the Tenderer.
Appendix 1	Service Specification	Outlines the Service which the Council requires.
Schedule 1 to Service Specification	Key Performance indicators	Performance measurements to demonstrate how effectively business objectives and outcomes are being achieved.
Appendix 2	General Conditions of Contract	An indicative draft version of the Contract between the Council and the Service Provider.
Appendix 3	Monitoring and Review Arrangements	Sets out the arrangements which will be used to monitor and review the Contract
Schedule 1 to Tender Pack	TUPE Information	Contains anonymised information about the number of staff currently providing the service.
Schedule 2 to Tender Pack	Template Pension Direction from NHS Pensions pursuant to New Fair Deal	Contains NHS Pension Scheme information that needs to be considered by all tenderers  Useful links for further information:  <a href="http://www.nhsbsa.nhs.uk/Pensions/4327.aspx">http://www.nhsbsa.nhs.uk/Pensions/4327.aspx</a>

		<p><a href="https://www.gov.uk/government/publications/fair-deal-policy-and-nhs-pension-scheme">https://www.gov.uk/government/publications/fair-deal-policy-and-nhs-pension-scheme</a></p> <p><b>Extract from DH Guidance for the NHS Pension Scheme:</b></p> <p>1.9. DH does not intend to require Participation Agreements between independent sector employers and NHS Pensions for participation in the NHSPS. Instead, as is currently the case for non-NHS employers, a Pension Direction will be issued by NHSPS in respect of the staff transferring to the independent sector employer for each public service contract, requiring that independent sector employer to participate in the NHSPS in relation to the transferring staff.</p> <p>1.10. Where there may be a transfer of NHS staff to an independent sector employer as a result of the award of a contract, the contracting authority will need to obtain a template Pension Direction from NHS Pensions and include it in the tender documentation for that contract so that all bidders can bid on the same basis.</p> <p>1.11. As a precondition to the commencement of services, the independent sector contractor will be required to obtain a Pension Direction in respect of staff transferring to it or its sub-contractor. Failure by the independent sector contractor or its sub-contractor to comply with its obligations under a Pension Direction, as notified to the contracting authority by NHS Pensions, will constitute an event of default under the service contract, entitling the contracting authority to terminate the contract.</p> <p>1.12. An NHS Pension Direction authorised in respect of new Fair Deal will be a 'closed' document i.e. its application will be restricted to those staff.</p>
Schedule 3 to Tender Pack	Local Government Pension Scheme - Admission Agreement	The admission agreement entered into in accordance with regulation 5A of the Local Government Pension Scheme Regulations 1997 (as amended) by the Client and the Service provider and/or any Sub-Contractor in the form set out in Schedule 3.
Appendix 4	Children Centre Building Information Pack Appendix 4a Bromsgrove Appendix 4b Malvern Hills Appendix 4c Redditch Appendix 4d Worcester Appendix 4e Wychavon Appendix 4f Wyre Forest Appendix 4g Children's Centre Running Costs	Information Packs include:  Consultation Responses Children's Centre Site Plans Children's Centre Floor Plans Premises related costs
Appendix 5	Co-production Summary Report	Summary of findings following on-line surveys, focus groups and questionnaires undertaken between December 2015 and January 2016 to inform the new

		integrated 0-19 prevention service.
Appendix 6	Links to Data and Profiles	JSNA Health Profiles
Appendix 7	Emotional Wellbeing (EWB) Technical Annex	Worcestershire Emotional Wellbeing Service for Children and Young people (Tier 2)
Appendix 8	Surestart Statutory Guidance	Sure Start children's centres statutory guidance from the Department of Education for local authorities, commissioners of local health services and Jobcentre plus – April 2013
Appendix 9	Evidence Base and Worcestershire Pathway	Evidence and guidance available to support effective delivery of prevention services for children and young people aged 0-19 and local pathways where in place.
Appendix 10	Data Handling Protocol	Standard security measures required of the Service Providers in respect of all personal data received from or processed on behalf of the Council.
Appendix 11	Family Nurse Partnership Contract	NHS Standard Contract 2015 – 2020 Particulars for Worcestershire Family Nurse Partnership Service
Schedule 1 to Appendix 11	Deed of Novation	Deed of Novation of Contract for the provision of Family Nurse partnership between Ripplez Community Interest Company and National Health Service Commissioning Board ("NHS England") and Worcestershire County Council ("Local Authority").
Appendix 12	Draft Marketing and Communications Protocols	Draft Marketing and Communications Protocols for the 0-19 Prevention Service Provider
Appendix 13a	3 <sup>rd</sup> Party Access Agreement	Use of Data Agreement - sets out arrangements for confidentiality, data protection and freedom of information
Appendix 13b	3 <sup>rd</sup> Party Access Agreement Code of Connection Requirements	Sets out third party compliance with Code of Connection requirements when providing services on behalf of the Council
Appendix 14	Performance Regime	Payment by Results (PbR) / Incentive Payments and Service Credits



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# **FOR THE PROVISION OF STARTING WELL A PREVENTION SERVICE FOR CHILDREN AND YOUNG PEOPLE AGED 0 -19 YEARS AND THEIR FAMILIES IN WORCESTERSHIRE**

## **SECTION 1 INTRODUCTION**





## **1. Background**

An Early Help Needs Assessment (EHNA) for Worcestershire undertaken in Summer 2015 identified a number of outcomes for children and young people in Worcestershire that were poorer than they should be and persistent inequalities in outcomes between vulnerable and disadvantaged families and communities and the rest of the county. Although the population of children and young people is decreasing, the demand for specialist higher intensity health and social care has continued to increase, against a backdrop of reduced and reducing public funding particularly local government funding.

To address this challenge, Worcestershire County Council (WCC) has redesigned its approach to prevention and adopted a new all-age prevention policy. This aims to

- Prevent ill health and the need for care before it occurs
- Reduce the impact of problems which have occurred, detecting risk and problems as soon as possible and intervening early to limit their impact
- Delay the need for further help and avoid crisis by getting the right help to people who already have needs and giving the right support to prevent those needs escalating

This approach has been adopted in the review, design and commissioning of this Starting Well service, an integrated prevention service for children & young people aged 0-19 and their families.

## **2. The Local and National Policy Context**

The Health & Social Care Act 2012 gave Local Authorities new duties for Public Health including a Public Health Ring-fenced Grant (PHRFG). The transfer of responsibility for commissioning Public Health services from the PHRFG to WCC occurred in 2013, including the responsibility for commissioning public health services aged 5-19. The final transfer of responsibility for commissioning 0-5 Public Health services to WCC occurred in October 2015. This has provided a new opportunity for join up & integration of all public health services for the age range 0-19s as well as with other 0-19 Local Authority services. In Worcestershire, this offered the opportunity for better integration with other early help services and in particular the Early Help Contracts that had previously been commissioned in each District.

The EHNA identified that the services and support in place were not meeting the needs of children, young people and families. Services, agencies and workforce were not joined up well enough and some of the programmes & activities taking place lacked a good evidence base of effectiveness. The greatest need is in areas of deprivation. Less than half of the preschool population accessed Children's Centres and a third of Children's Centres were geographically located in non-deprived areas.

The EHNA recommended a redesign of 0-19 Prevention Services using a progressive universalism approach. This means providing some services for everyone, using those services to find those who need a higher level of support & providing extra support at an intensity according to their need. It recommended fully implementing the Healthy Child Programme, a nationally prescribed evidence based programme of health & development reviews at key stages giving extra or targeted support if need, risk factors or issues are identified. Integrating prevention services and workforce across agencies. Only commissioning programmes and interventions that are proven to work. Ensuring a renewed focus on early years, maternal mental health, attachment, language and school readiness. To review support for parenting that promotes resilience and emotional health and wellbeing. Focus Children's Centre's on disadvantaged areas and use a "virtual" service in more advantaged areas. Implement effective digital advice and information for parents and families

In response, the Starting Well service is being commissioned as a 0-19 Prevention Service integrating the mandatory public health nursing functions with parenting practitioners, tier 2 emotional wellbeing service and peer support underpinned by comprehensive information and advice. It is intended that the Starting Well service will be the core service for tiers 1 and 2 prevention & early intervention and will work as part of a wider system and range of other 0-19 prevention services commissioned or provided by WCC such as Positive Activities, Targeted Family Support and Edge of Care.

### **3. Equality**

In the design and delivery of Services, Service Providers must be able to evidence that they have consciously considered the three aims of the Public Sector Equality Duty. Service Providers must take proactive measures to identify and address inequality of outcome where, because they have one or more of the Protected Characteristics (as defined in Equality legislation) children and young people experience poorer service outcomes.

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## **SECTION 2 DEFINITIONS**



In this Tender Pack and accompanying documents, the terms and acronyms below have the meaning shown:

<b>TERM</b>	<b>MEANS</b>
<b>ASQ3</b>	Ages & Stages Questionnaire 3
<b>BFI</b>	Unicef Baby Friendly Initiative - The UK Baby Friendly Initiative is based on a global accreditation programme of UNICEF and the World Health Organization. It is designed to support breastfeeding and parent infant relationships by working with public services to improve standards of care
<b>Caldicott Guardians</b>	A Caldicott Guardian is a senior person responsible for protecting the confidentiality of patient and service-user information and enabling appropriate information-sharing
<b>CAMHS</b>	Child and Adolescent Mental Health Services
<b>CCG's</b>	Clinical Commissioning Groups
<b>CGAS</b>	The Children's Global Assessment Scale (CGAS) is a numeric scale (1 through 100) used by mental health clinicians to rate the general functioning of children under the age of 18
<b>Change4Life</b>	England's first national social marketing campaign to tackle the causes of obesity provided by DH.
<b>Channel Shift</b>	Most councils now have a channel shift strategy. By funneling visitors away from expensive phone and face-to-face interactions, and towards efficient and user-friendly digital services, local authorities can serve more customers, more of the time - while significantly reducing costs.
<b>CHIMAT</b>	The National Child and Maternal Health Observatory (ChiMat) provides a variety of information and intelligence
<b>CHIS</b>	Child Health Information System
<b>CIN</b>	Children in Need
<b>Commissioned Service Providers</b>	Service Providers that have been commissioned by WCC or the NHS
<b>Communicable Disease</b>	Communicable or infectious diseases spread from one person to another or from an animal to a person. The spread often happens via airborne viruses or bacteria, but also through blood or other bodily fluid.

<b>the Contract</b>	The legal arrangement entered into between the Council and the Service Provider.
<b>Co-production</b>	Activity with Service Users and Families to inform service design and ongoing service delivery
<b>CORC</b>	Child Outcomes Research Consortium
<b>the Council</b>	Worcestershire County Council
<b>CP</b>	Child Protection
<b>CPD</b>	Continuing Professional Development
<b>CQC</b>	Care Quality Commission - The independent regulator of health and social care in England
<b>CSE</b>	Child Sexual Exploitation
<b>CYP</b>	Children and Young People
<b>CYP- IAPT</b>	Children and Young People – Improving Access to Psychological Therapy
<b>DBS</b>	Disclosure & Barring Service
<b>DfE</b>	Department of Education
<b>District Early Help Services or Early Help Providers</b>	Worcestershire County Council commissioned four providers to deliver the LA funded responsibilities of early help to families with children aged 0 to 19 in the six districts as from August 2013. The providers are a mix of national organisations and a consortium made up of several different organisations and groups working in partnership.
<b>DPH</b>	Director of Public Health
<b>Early Help</b>	Early Help includes both prevention and early intervention activities that tackle risk factors when identified and problems as they start to develop, at any point in a child's life
<b>Edge of Care</b>	Tier 3 service provision designed to prevent children from requiring social care services
<b>EHNA</b>	Early Help Needs Assessment - An Early Help Needs Assessment was carried out during 2015 to: (1) Determine & forecast the demography, epidemiology and outcomes for children & young people; (2) Identify what works & is cost effective for 0-19 prevention & early intervention; (3) Assess how this compares with the support and service configuration currently delivered; (4) Make recommendations for future service commissioning and provision.
<b>EPNDS</b>	Edinburgh Post Natal Depression Scale
<b>EWB</b>	Emotional Wellbeing
<b>EYFS</b>	Early Years Foundation Stage
<b>Family Front Door (FFD)</b>	WCC are integrating a number of existing functions into a single contact route for professionals into targeted and support services for children and families
<b>FGM</b>	Female Genital Mutilation
<b>FNP</b>	Family Nurse Partnership - FNP is a voluntary, evidence based preventive programme for vulnerable young first time mothers. It offers intensive and structured home visiting, delivered by specially trained nurses, from early pregnancy until age two. FNP has three aims: to improve pregnancy outcomes, improve child health and development and improve parents' economic self-sufficiency

<b>Funding</b>	The amount payable for the Service as detailed in the Contract
<b>GCSX</b>	The UK Government Connect Secure Extranet (GCSX) is a secure wide area network (WAN) that allows local public-sector organizations to interact and share data privately and securely with other government departments, such as the National Health Service and the Police National Network
<b>HCP (HCP 0-5 and 5-19)</b>	Healthy Child Programme – The Healthy Child programme is nationally prescribed evidence based programme of health & development reviews at key stages and ages giving extra or targeted support if need, risk factors or issues are identified.
<b>Health Champions</b>	Health Champions are volunteers who work with their local communities to motivate, empower and help people to lead healthier lives
<b>HEE</b>	Health Education England
<b>HEI</b>	Healthcare Environment Inspectorate
<b>HSCIC</b>	Health and Social Care Information Centre
<b>HV's</b>	Health Visitors
<b>IMD</b>	Index of Multiple Deprivation
<b>IMD 1 &amp; 2</b>	Index of Multiple Deprivation Quintiles. IMD 1 & 2 is the 40% most deprived population.
<b>Incredible Years</b>	Incredible Years is a series of evidence-based programmes for parents, children, and teachers. The goal is to prevent and treat young children's behavior problems and promote their social, emotional, and academic competence
<b>LAC</b>	Looked After Children
<b>LETB's</b>	Local Education Training Boards
<b>MACFA</b>	Multiagency Case File Audits
<b>MASH</b>	Multi Agency Safeguarding HUB
<b>MCDS</b>	Maternity & Children's Dataset
<b>MECC</b>	Make Every Contact Count - Making Every Contact Count (MECC) encourages conversations based on behaviour change methodologies (ranging from brief advice, to more advanced behaviour change techniques), empowering healthier lifestyle choices and exploring the wider social determinants that influence health
<b>National Screening Committee</b>	The UK national Screening Committee (NSC) advises ministers and the NHS in the 4 UK countries about all aspects of screening and supports implementation of screening programmes.
<b>NCMP</b>	The National Child Measurement Programme (NCMP) measures the height and weight of children in reception class (aged 4 to 5 years) and year 6 (aged 10 to 11 years) to assess overweight and obesity levels in children within primary schools. This data is used at a national and local level to support local public health initiatives. It is mandatory for Local Authorities to arrange the collection of NCMP data
<b>NHS</b>	National Health Service
<b>NICE Guidance</b>	The National Institute for Health and Care Excellence (NICE) provides national guidance and advice to improve health and social care. It develops guidance, standards and information on high quality health and social care to improve outcomes.

<b>NMC</b>	The Nursing & Midwifery Council
<b>ONS</b>	Office of National Statistics
<b>the Organisation</b>	A Sole Trader/Proprietor <u>or</u> Incorporated Company <u>or</u> Partnership <u>or</u> Cooperative <u>or</u> Statutory Body <u>or</u> Charitable Body <u>or</u> Voluntary Organisation.
<b>Outcome Star</b>	The Outcomes Star is a well-researched suite of tools for supporting and measuring change when working with people
<b>PCHR /The Red Book</b>	Personal Child Health Record
<b>PHE</b>	Public Health England
<b>PHOF</b>	Public Health Outcome Framework
<b>PHRFG</b>	A ring fenced grant provided to Upper tier or Unitary Local Authorities by the Secretary of State for Health to give local authorities the funding needed to discharge their public health responsibilities. The funds are to be used to improve significantly the health and wellbeing of local populations and reduce health inequalities across the life course, including within hard to reach groups
<b>Place Partnership</b>	A single-asset management company for public sector property comprising Hereford & Worcester Fire and Rescue Service, Redditch Borough Council, Warwickshire Police, West Mercia Police, Worcester City Council and Worcestershire County Council.
<b>the Preferred Tenderer</b>	The Organisation, selected under the Tendering Procedure, with which the Council enters into further negotiations.
<b>Primary prevention</b>	Prevent ill health and the need for care before it occurs
<b>Professional Register</b>	A Professional Registration body administers the registration of a person who is a health or care professional or other professional, to enable them to practice their profession.
<b>Progressive Universalism</b>	Progressive universalism is about providing good quality standard of services for all (universal), with additional services to those who need them or are at risk (progressively more services provided according to need).
<b>Public Health Outcomes Framework</b>	The Public Health Outcomes Framework (PHOF) sets out an overarching vision for public health, the outcomes to achieve and the indicators to help understand how well we are improving and protecting health across the life course. The PHOF align and link to the NHS and Social Care outcome frameworks.
<b>SDQ</b>	The Strengths and Difficulties Questionnaire (SDQ) is a brief behavioural screening questionnaire about 3-16 year olds
<b>Secondary Prevention</b>	Delay the need for further help and avoid crisis by getting the right help to people who already have needs and giving the right support to prevent those needs escalating
<b>the Service</b>	The Service set out in the Service Specification (Appendix 1)
<b>the Service Provider</b>	The organisation which subsequently provides the Service under a Contract with the Council.
<b>the Service User</b>	A child, young person or family using the Service.



<b>Start4Life</b>	National campaign/website providing free information and downloadable resources for healthcare and childcare professionals & information service for parents
<b>Starting Well</b>	Starting Well is the name for the Worcestershire integrated 0-19 prevention service
<b>SUI's</b>	Serious Untoward Incidents
<b>SWEMWBS</b>	The Short Warwick-Edinburgh Mental Well-being Scale. (SWEMWBS) is a validated tool to measure wellbeing
<b>Targeted Family Support</b>	Some families will have intense needs and their parents and carers will need more structured and intensive support. This support will need to be offered by appropriately qualified and trained practitioners.
<b>Tertiary Prevention</b>	Reduce the impact of problems which have occurred, detecting risk and problems as soon as possible and intervening early to limit their impact
<b>TOPSE</b>	TOPSE is a tool to measure parenting self-efficacy and is used to evaluate a range of parenting programmes and interventions.
<b>Triple P</b>	Triple P is an evidence based parenting programme designed to prevent – as well as treat – behavioural and emotional problems in children and teenagers
<b>TUPE</b>	The Transfer of Undertakings (Protection of Employment) Regulations 2006
<b>Universal</b>	A range of services provided to the whole population (universal coverage)
<b>Universal Assessments</b>	Universal assessments are a schedule of prescribed health and development reviews that are undertaken at certain ages for <b>all</b> babies, children, young people and families. The reviews assess family strengths, needs and risks; give parents the opportunity to discuss their concerns and aspirations; assess growth and development; and detect abnormalities. The universal assessment enables the identification of risk factors or emerging need so that additional or progressive services and support can be provided or targeted early.
<b>Universal Partnership Plus</b>	Additional or targeted support for those identified as at risk or with emerging problems
<b>Universal Plus</b>	Contribution to more complex or intensive usually multiagency support
<b>VCS</b>	The Voluntary and Community Sector.
<b>Virtual Children's Centre</b>	A virtual Childrens Centre has a reach area but does not necessarily incorporate a physical administrative base or site. The virtual centre coordinates activities and targets outreach utilising other available buildings and community assets such as schools, libraries, community halls and churches.
<b>WCSB Tiers of Need</b>	The Worcestershire Children's Safeguarding Board (WCSB) has published guidance to support professional judgement in responding to the needs of children and young people in Worcestershire.

<b>Worcestershire Works Well</b>	Worcestershire Works Well is a free accreditation scheme designed to support businesses to improve the health and well-being of their employees. Improved employee health and well-being has been shown repeatedly to improve profitability and productivity of businesses
<b>You're Welcome</b>	Quality criteria for young people friendly health services



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## **SECTION 3**

### **TENDER OVERVIEW**



## 1. Tender Purpose

The purpose of the Tender is to identify a suitable Service Provider to deliver **Starting Well, a Prevention Service for Children and Young People aged 0-19 Years and their Families in Worcestershire.**

The Service Provider will be expected to follow particular marketing and communications guidelines. Primarily, this will include promoting Worcestershire County Council's financial involvement in the commissioned service through the use of a 'Delivered on behalf of Worcestershire County Council' logo (see Appendix 12 – Draft Marketing and Communications Protocol). Service Providers will be expected to link with a named Worcestershire County Council representative to ensure all communications and publications that are produced by the Service Provider are branded appropriately; with reference to the financial support from Worcestershire County Council. The Service name "Starting Well" and any copyright that may arise will be owned by Worcestershire County Council. The Council will reserve all rights in relation to the use of that name or any descriptions of services provided under this Contract in the future.

The branding and marketing of the Service (including the creation and upkeep of a website and any social media accounts) will be carried out at a cost to the Service Provider. Service Providers will be required to use the Starting Well branding from national campaigns and amend to ensure it fits in with the local service offer. Branding and marketing materials require approval by Worcestershire County Council.

The Council will award a 5 year contract which will commence on 1<sup>st</sup> October 2016.

## 2. Service Required

The Service required is as detailed in the Service Specification (Appendix 1).

## 3. Funding

- 3.1 The overall Contract value is £9.8 million per annum.
- 3.2 The latest budget announcements suggest a significant reduction in the PHRFG during the lifetime of this Contract, and a similar pressure on the wider local authority settlement. There is a possibility that the PHRFG allocation may be subject to further reductions in future years, potentially impacting on the available budget within the Contract period.
- 3.3 To enable Worcestershire County Council to understand any potential implications of further reductions to the budget, and the capacity of bidders to manage this accordingly, please show alternative costings to your main bid for the Contract period, with minimum budget cuts applied of 2.5% and 3% respectively. You should also supply any mitigated actions to ensure that delivery of the key services within the Contract continues.
- 3.4 Performance Regime – See Appendix 14
- 3.5 The Contract Value shall be reviewed by the Council in the final quarter of each contract year.

## 4. Tender Award Criteria

Tenders will be evaluated against the Tender Evaluation Criteria (Section 4) to identify the most economically advantageous offer (i.e. the optimum contribution of whole life cost and quality or fitness for purpose) to meet the Council's requirements. The Council reserves the right to not select a Preferred Tenderer at its sole discretion without awarding a contract and with no liability.

## **5. Criteria for Applicants**

Applications will only be considered from:

- i) An organisation applying itself to provide the Service
- ii) A consortium with legal status
- iii) An organisation applying as the lead organisation for two or more organisations who (a) wish to provide the service as a consortium without legal status; (b) can evidence a written basis under which the consortium would operate for the duration of the service required; and (c) agree that the lead organisation will be contracting with the Council on their behalf

## **6. Contract**

Prior to commencing the Service, the Service Provider will be required to enter into a Contract with the Council. The Contract will incorporate the Council's General Conditions of Contract which are set out in Appendix 2. Other details in the Contract will be agreed between the Council and the Service Provider, based on the information in this Tender Pack and the Tender submitted by the Service Provider.

## **7. Management, Monitoring and Review of the Service**

Management, monitoring and review of the Service will be undertaken by the Council and the Service Provider under the Contract Monitoring and Review arrangements set out in the Service Specification and the Contract.

## **8. TUPE**

The Council believes that TUPE may be applicable in the event of a change of Service Provider as a result of this Tender. Consequently anonymised information about the number and cost of staff currently providing the Service is attached for the benefit of Tenderers (Schedule 1 to this Tender Pack). The information has been provided by the current Service Providers and is not warranted by the Council. Tenderers are advised to make their own enquiries and take appropriate advice, prior to submitting any tender. Following submission of a tender, Tenderers cannot request that their Tender submission be renegotiated.

## **9. Pension Information**

Based on the Fair Deal guidance issued in October 2013, the Council will require the Service Provider to offer continued membership of the Local Government Pension Scheme ('LGPS') administered by Worcestershire County Council Pension Fund ('Pension Fund') to transferring staff who are members of the LGPS at the point of transfer. The Service Provider must also offer membership of the LGPS to transferring staff who are eligible to join the LGPS at the point of transfer but have previously opted out of the scheme.

The Service Provider will be required to:

- enter into the Pension Fund's standard admission agreement (Appendix 10); and
- provide a bond to the value required by the Council and calculated by the Pension Fund Actuary that will protect the Pension Fund from any default in payments due to the fund.

The employer contribution rate will be calculated on a fully funded basis at the point of transfer. The Pension Fund actuary will calculate the employer contribution rate based on the profile of the transferring staff. Although the Council is not in a position to provide an accurate rate at this stage, it is likely to be in the region of 20%.

The employer contribution rate will change at the next triennial valuation of the Pension Fund (that will affect contributions from 1 April 2017).

There are two ways in which the rate after 2017 will change as set out below:

- 1) The first is to take account of any need to increase or decrease employer contributions for future accrued benefits. This typically in the past has been agreed with the actuary at a Pension Fund and Admitted Body level to balance the need for affordability for employers and the need to maintain the integrity of the Pension Fund. It has typically been phased in over a three to six year period.
- 2) The second is to take account for movements in the past service deficit. This can be influenced by employer led decisions and fund level decisions. There will also need to be a process of periodic review within valuation periods to assess the impact of employer led decisions on the past service deficit and how these will be funded (e.g. the decision to grant early retirement or to cease employment through a redundancy programme as an example).

The Council's default position is that the Service Provider will agree to assume responsibility for all future pension risks in respect of the transferring staff. However, the Council will be willing to consider alternative risk sharing approaches in relation to the past service deficit that Service Providers propose where the service subject to transfer is only being provided on a 'managed service' basis for a period of time.

The Council as administrator of the Pension Fund welcomes open and transparent dialogue around the Pension Fund and employer rate risk and will work with preferred providers and admitted bodies to the scheme.

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## **SECTION 4 TENDER AWARD CRITERIA**





## 1. Stage 1 Evaluation

- 1.1. The Council will evaluate the information supplied by Tenderers in response to the following parts of the Tender Questionnaire.
- Section 1 (Supplier Details);
  - Section 2 (Grounds for Mandatory Exclusion);
  - Section 3 (Grounds for Discretionary Exclusion Part 1);
  - Section 4 (Grounds for Discretionary Exclusion Part 2);
  - Section 5 (Economic and Financial Standing);
  - Section 6 (Technical and Professional Ability
  - Section 7A (Safeguarding Arrangements);
  - Section 7B (Insurance)
  - Section 7C (Compliance with Legislation)
  - Section 7D (Environmental Management)
  - Section 7E (Health and Safety)
- 1.2. The information supplied for each section will be assessed as PASS (i.e. there are no concerns about the Tenderer's suitability to be considered) or FAIL (i.e. there are concerns about the Tenderer's suitability to be considered).
- 1.3. The Council will then undertake a Stage 2 Evaluation for all Tenders which remain under consideration.

## 2. Stage 2 Evaluation

- 2.1. The Council may invite any tenderer(s) still under consideration to clarify information contained in the tender submission. Clarification may be requested if a submission appears to be incomplete or erroneous, or where specific documents are missing. Wherever possible this will be done via email. Evaluation and scoring of tender submissions that are subject to clarification will be undertaken once the clarification responses have been received.
- 2.2 For each area of weighting shown in Column 1 below, the Council will evaluate the information which has been supplied in the Tender. The specific information which will be evaluated for each area is listed in Column 2. Column 3 shows the proportion of the total scoring which is allocated for each area of weighting.

Area of Weighting	Information to be evaluated	% of overall score	Page Limit
<b>1. Price</b>	Please provide the annual cost for the delivery of the services outlined in your bid. This should be broken down by each element of service delivery, and must not exceed the maximum available budget of £9.8 million per annum.	<b>Pass or Fail</b>	2 sides of A4
<b>2. Plans for Service Delivery</b>	Drawing on evidence from previous experience, explain how you will successfully model and deliver Starting Well, a prevention service for children, young people aged 0-19 years and their families (including any sub-contracting, partnership and associated clinical governance arrangements) that meets the requirements of the Configuration of Services set out in <b>Section 3</b> of the Service Specification. This should take into account the Applicable Service Standards set out in <b>Section 5</b> . You must provide evidence of the following in your response:	<b>20%</b>	12 sides of A4

	<ol style="list-style-type: none"> <li>1. Plans for delivering a proactive integrated 0-19 prevention service model including a variety of skill mix and utilising appropriate clinical or professional supervision ;</li> <li>2. Plans to deliver the universal, progressive and targeted elements of the Healthy Child Programme;</li> <li>3. Plans for universal and targeted parenting support and programmes;</li> <li>4. Model for building community capacity and developing community &amp; family resilience (Community - Level 1 service element);</li> <li>5. Plans for delivery and methods of universal development reviews and provision of information, advice and support utilising skill mix (Universal – Level 2);</li> <li>6. Plans for delivery of additional, more intensive support or targeted programmes and interventions (Universal Plus – Level 3);</li> <li>7. Plans for provision of additional support for more complex families and contribution to multiagency intensive support or social care plans (Universal Partnership – Level 4);</li> <li>8. Plans for delivery of effective and interactive prevention focused information and advice service element;</li> <li>9. Plans for ensuring safeguarding runs through all elements of the service</li> <li>10. An organisation chart (including sub-contracting arrangements), and staff structure chart showing all staff including relevant managers and supervisory staff (can be uploaded separately).</li> <li>11. To enable Worcestershire County Council to understand any potential implications of further reductions to the budget, and the capacity of bidders to manage this accordingly, please show alternative costings to your main bid for the period of the Contract, with minimum budget cuts applied of 2.5% and 3% respectively. You should also supply any mitigated actions to ensure that delivery of the key services within the Contract continues.</li> </ol>		
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**As a minimum your response should include:**

- A description of the activities and services in your proposed delivery model that prioritise prevention and early intervention and self-management as well as developing capacity and resilience within communities to enable them to help themselves and each other; this should include the use of any digital technology and other IT based solutions, and any plans for training and upskilling service users and staff across multiple organisations (including volunteers, and peer mentors/educators);
- Details of your service model across all 4 levels. This should include how you intend to deliver these services to ensure easy access and countywide coverage, where you propose to base and provide services, any clinics or drop in facilities, settings that you will work within (both urban and rural), how they will be managed, the types of services delivered from each location, the professional and competencies of staff delivering, and opening times etc. This must include how your service will meet clinical governance requirements, and CQC and other national standards;
- A full description of any subcontracting or consortium arrangements for the delivery of services, and how they will be supervised and managed, and how you intend to assure competence. This must include how they will meet all national and local standards, and clinical governance requirements;
- Details that demonstrate how you would ensure the service is run by persons with the appropriate competencies, skills, qualifications and experience to deliver the services and work with the service

<p>user groups outlined in the Service Specification.</p> <ul style="list-style-type: none"> <li>• How your proposed model is innovative, and the type of support services and range of new and existing methods you propose to use/provide to meet countywide universal coverage;</li> <li>• Details of how your proposed model will proactively target vulnerable children, young people &amp; families and disadvantaged populations. This should include all plans for more intensive support or home visiting;</li> <li>• How you will work with other partners, agencies and organisations to develop, adhere to and monitor effective integrated pathways and as detailed in 5.6 of the Service Specification;</li> <li>• Organisational measures (e.g. monitoring, systems and controls) to ensure standards are met; this should include systems for identifying and managing CSE and safeguarding risks, and managing SUI, Near Misses and complaints, and named CSE and safeguarding leads;</li> <li>• How you will make sure your services are accessible to everyone with a protected characteristic, and how you will provide support and ensure access for service users with disabilities, including learning disabilities, physical disabilities and mental health and wellbeing needs;</li> <li>• Plans for partnership working, and the mechanisms put in place to ensure it is effective and that clinical and other referral pathways are robust, relevant, and meet the requirements of the Service Specification;</li> <li>• A description of how you will work in partnership with other agencies and frontline staff from a range of other organisations so they have the skills and awareness to offer or signpost to effective information and advice to a wide range of service users;</li> <li>• Any key challenges, barriers and risks to delivering the service and how you will address them.</li> </ul>			
<b>3.Delivery of prevention &amp; early intervention to achieve outcomes &amp; reduce demand</b>	Explain how you will successfully model and deliver Starting Well, a prevention service for children, young people aged 0-19 years and their families that will achieve the overarching outcomes as detailed in <b>Section 2.2</b> of the Service Specification and the Service <b>KPIs</b> as detailed in Schedule 1 to Service Specification.	<b>20%</b>	10 sides of A4
<p><b>Your response should include:</b></p> <ul style="list-style-type: none"> <li>• How you will operate a progressive universalism approach to proactively provide prevention, identify those at risk or where problems have emerged and provide early intervention, targeted support or more intensive provision in accordance with need</li> <li>• How you will target more disadvantaged communities or families with specific risk factors including how you will allocate corresponding caseload, staffing, programmes and activities</li> <li>• How you will utilize evidence based tools, assessments and programmes and apply HCP, NICE guidance best practice and other evidence base guidance as provided in Appendix 9.</li> <li>• Any plans for usage and access to district community assets or Children's Centre(s) virtual or physical in each district, that will be utilised to target and achieve the outcomes and KPIs.</li> <li>• How you will ensure the service will achieve a reduction in demand on referrals to social care and numbers of Children in Need</li> <li>• Plans for working with other partners or agencies where necessary to assist in improving outcomes or achievement of KPIs.</li> <li>• How you will involve service users to assist in achieving outcomes</li> </ul>			
<b>4. Delivery plan for emotional wellbeing service</b>	Explain how you will deliver a tier 2 emotional wellbeing service in accordance with requirements of section <b>3.3.6</b> of the Service Specification (Appendix 1) and the more detailed Technical Annex Appendix 7. You must provide evidence of the following in your response:  1. Outline your model for the delivery of an emotional	<b>10%</b>	4 sides of A4

	<p>wellbeing service including staffing, mode of delivery and access to the service</p> <p>2. How you intend to work with other partners to promote integrated working across the whole pathway for emotional wellbeing and mental health</p> <p>3. Outline your experience of delivering evidence based therapies and how you intend to implement these, ensuring robust recording of session by session outcomes</p> <p>4. Your plans to manage demand for the emotional wellbeing service</p>		
<b>4. Information technology, Information sharing, Data Collection &amp; Reporting</b>	Identify the IT systems and software you will use for the services outlined in Question 3. These should show how they comply with the requirements of <b>Sections 5.8 to 5.11</b> in the Service Specification.	<b>10%</b>	4 sides of A4
<p><b>As a minimum your response should include:</b></p> <ul style="list-style-type: none"> <li>• A description of the main IT systems that will be used across the delivery of all services included in the Service Specification;</li> <li>• Describe how you would access and exchange data between your IT system and the CHIS (provided by BCHT)</li> <li>• Describe how you would access and/or exchange data between your IT system and the HSCIC in respect of the CYPMDS.</li> <li>• Describe how you would exchange any data securely between your IT system and data held within any WCC system (eg Frameworki).</li> <li>• Describe any access to your service records and IT system in respect of WCC safeguarding functions (eg <i>Family Front Door</i>, MASH)</li> <li>• Describe how and who you would enable read access and/or data entry to WCC Frameworki system.</li> <li>• Proposals for meeting dashboard data and other reporting submissions;</li> <li>• How the system will allow or enable any online triage, real time assessments, and responses;</li> <li>• Ease of use and accessibility for staff, whilst ensuring confidentiality of patient data;</li> <li>• Accuracy and ease with which management information can be generated;</li> <li>• Ability to meet monthly, quarterly and annual reporting timescales;</li> <li>• Ability to provide snapshot reports to the Commissioner for activity/trend data.</li> </ul>			
<b>6. Plans for increasing community capacity and resilience</b>	Detail your methods for building community capacity and developing community & family resilience and your plans for the provision of community facilities building on community assets as detailed in <b>Section 3.4</b> in the Service Specification.	<b>10%</b>	4 sides of A4
<p><b>As a minimum your response should include:</b></p> <ul style="list-style-type: none"> <li>• How your service will adopt an asset based approach, and utilise the knowledge, skills, experience and resources of local communities to ensure that families have greater resilience against poorer, health, development and wellbeing</li> <li>• Plans for development and roll out of community and setting peer support programmes</li> <li>• How the service will actively offer and seek volunteering opportunities to enhance the service model</li> <li>• Plans for utilisation or provision of and access to community buildings targeted in areas of need in each district</li> <li>• Plans for provision of Children's Centre core purpose in each district</li> </ul>			

<ul style="list-style-type: none"> <li>Plans for ensuring coordination of early childhood services including JobCentre Plus and Early Years settings and the configuration of any Children's Centre Advisory Boards</li> <li>Details of services, support, programmes and interventions to be hosted or provided within community buildings and ensuring uptake by more deprived communities</li> </ul>			
<b>7. Provision of Information, Advice and Guidance</b>	Provide details of the Information and Advice prevention service you will provide as part of your service model as summarised in <b>section 3.2</b> of the Service Specification. This should comply with the technical requirements of <b>section 5.11</b> of the Service Specification.	<b>10%</b>	4 sides of A4
<b>As a minimum your response should include:</b> <ul style="list-style-type: none"> <li>Innovative &amp; interactive use of IT provision, including public facing websites, use of social media and applications; and ease of use and accessibility for service users;</li> <li>A description of how the service will provide supported access to digital information and support when necessary</li> </ul>			
<b>8. Social Value</b>	Detail how you will contribute to social value and localism by delivering services in relation to the requirements set out in <b>Section 5.13</b> of the Service Specification.	<b>10%</b>	2 sides of A4
<b>As a minimum your response should include:</b> <ul style="list-style-type: none"> <li>How your service proposal will support and further develop the local economy in Worcestershire, by actively generating local employment (Inc. apprenticeships, volunteering, and back office roles) and other key service delivery opportunities across a range of locally based small and medium sized enterprises (e.g. private sector and CVS);</li> <li>How your service demonstrates a wider environmental, social and economic impact across the county of Worcestershire;</li> <li>How your service will adopt an asset based approach, and utilise the knowledge, skills, experience and resources of local communities to ensure that people have greater resilience against poor health and wellbeing;</li> </ul>			
<b>9. Implementation Plan</b>	Detail your implementation plan for a contract start on 1 <sup>st</sup> October 2016.	<b>10%</b>	4 sides of A4
<b>As a minimum your response should include:</b> <ul style="list-style-type: none"> <li>Detail of your contribution to any exit strategy for the end of the existing contract and how you will ensure that you will work with the outgoing provider to ensure business continuity;</li> <li>A detailed timed implementation plan with identified key milestones and appropriate senior leads for each element;</li> <li>A risk assessment and risk register with details including mitigation actions etc;</li> <li>How you will implement all plans for service delivery as outlined in your response to Question 1;</li> <li>How you will fully implement your IT system to meet the requirements of Section 5.8 in the Service Specification;</li> <li>How you will transfer existing service user data and records over to the new system;</li> <li>Full details of your plans for the acquisition and management of the premises you plan to use;</li> <li>If the services are to be provided from new premises, details of the implementation period for any refurbishment and/or lead-in times for occupying the premises;</li> <li>Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) - provide details of appropriate experience of, and your approach to Procedures to transfer service users from current services, where required;</li> </ul>			

- Timescales for recruiting new staff (if required) including contingency plans to ensure the service is fully staffed and operational from the contract commencement date
- The risks and/or potential barriers to the implementation process you have identified and what control measures / contingency plans you have in place to mitigate/manage these;
- Outline any outstanding CQC actions required and timeframes for completion
- Full details of how you would agree the exit plan with the incumbent provider organisation, including TUPE, transfer of premises, transfer of service users and their personal information, transfer of information about key contacts and referral pathways.

2.3 All evaluation will be undertaken against the following criteria:

- Comprehensiveness with which the response meets the Service Specification and covers the elements outlined;
- Extent to which the bidder's proposal meets the Commissioners requirements;
- Extent to which the bidder's proposal could cause (or creating an unreasonable risk of causing) any adverse consequences for the Commissioner and/or service users (e.g. failing to meet the Commissioners requirements, seeking additional payments from the Commissioners, safety hazards, breach of duty of care it owes any person, delays, breaking the law, adverse publicity etc.);
- Extent to which the proposal is innovative.

Evaluators will use the scoring system set out below in the evaluation of all Tenders:

0	3	7	9	10
Not acceptable/no information	Acceptable, there are significant reservations but not sufficient to warrant rejection	Good, with moderate reservations	High standard with minor reservations	Very high standard, no reservations

2.4 Tenderers who score less than 65% of the overall quality score will not be considered.

2.5 Tenderers who score zero (0) for any of the above questions will not be considered.

2.6 The Council will identify its preferred tenderer from the Stage 2 Evaluation unless tenderers have been informed within the tender documentation, that Stage 3 and/ or Stage 4 will be deployed.

### 3. Stage 3 Evaluation

If it is decided to evoke Stage 3 the Council will invite all tenderer(s) still under consideration to present the information which has been supplied in the tender. The Council will then review and, where necessary, amend the scores awarded at Stage 2.

### 4. Stage 4 Evaluation

The Council may undertake a visit to the site of all Tenderer(s) still under consideration. The Council will then review, and where necessary amend, the scores awarded at Stage 2 (or as subsequently amended at Stage 3).

## **5. Economic and Financial Standing and Professional Ability**

Prior to identifying a Preferred Tenderer, the Council will assess the information supplied in the Tender Questionnaire to satisfy itself that the Tenderer has the necessary economic and financial standing to provide the Service.



## **TENDER PACK**

# **FOR THE PROVISION OF STARTING WELL A PREVENTION SERVICE FOR CHILDREN AND YOUNG PEOPLE AGED 0 -19 YEARS AND THEIR FAMILIES IN WORCESTERSHIRE**

## **SECTION 5**

### **TENDERING ARRANGEMENTS AND TIMETABLE**



1. To submit a tender please complete and return the Tender Questionnaire in accordance with the completion guidance at the start of the Questionnaire.
2. Tenderers are responsible for obtaining all information necessary to complete the Tender Questionnaire and for any costs, expenses or liabilities incurred in preparing and submitting their tender.
3. Any questions relating to this Tender Pack should be sent **by e-mail** to [ToUs@worcestershire.gov.uk](mailto:ToUs@worcestershire.gov.uk) and must be received by noon on 17<sup>th</sup> March 2016. Telephone questions will **not** be accepted.
4. An open meeting for prospective Tenderers will be held on 21<sup>st</sup> March 2016 (venue to be advised). At this meeting Council Officers will give a verbal response to all questions that have been submitted and to any questions raised at the meeting. Although questions will be accepted on the day, it would be helpful to have received questions in writing beforehand to ensure that the Officers are able to give a full response. No further questions can be submitted after this meeting. A written summary of the verbal responses given by Officers will be published on the Council's e-tender website [www.worcestershire.gov.uk/tendering](http://www.worcestershire.gov.uk/tendering).
5. All Tenderers must satisfy the Council that they are able to provide the Service in the Service Specification (Appendix 1).
6. In line with its obligations under the Freedom of Information Act (FoIA), the Council cannot accept blanket confidentiality clauses in Tenders or any subsequent Contract. If, at any stage of the tender process, you provide any information to the Council in the expectation that it will be held in confidence, then you must indicate clearly what material is to be considered confidential and why a duty of confidence applies. Any future disclosure of that information by the Council will be made in accordance with the FoIA. The Council has transparency obligations and publishes a list of all contracts with a total value greater than £5,000 and all payments exceeding £500 on its website.
7. Following evaluation of the Tender by the Council using the Tender Evaluation Criteria in Section 4 of the Tender Pack, Tenderers may be asked to attend a meeting week commencing 16<sup>th</sup> May 2016 and/or to accept visits by Council Officers to offices or sites, where Tenderers provide similar services to those being tendered, during the week commencing 23<sup>rd</sup> May 2016. Tenderers must ensure these dates are kept free and that they are available to participate if required.
8. The Council anticipates completing the selection process by 2<sup>nd</sup> June 2016 following which all Tenderers will be contacted in writing and advised of the outcome. Tenderers who have been unsuccessful will be advised of the arrangements for debriefing.

9. A summary of the timetable for advertising and awarding the Contract is given below.

Process	Timescale
Advertise Tender	2 <sup>nd</sup> March 2016
Closing date for submission of questions	17 <sup>th</sup> March 2016
Open meeting for potential Tenderers	21 <sup>st</sup> March 2016
Summary published of response to questions	24 <sup>th</sup> March 2016
Closing date and time for receipt of completed Tenders	Noon on 3 <sup>rd</sup> May 2016
Evaluation of Tenders	4 <sup>th</sup> to 9 <sup>th</sup> May 2016
Consideration Meeting (if required)	w.c. 16 <sup>th</sup> May 2016
Visit (if required)	w.c. 23 <sup>rd</sup> May 2016
Preferred Tenderer announced	2 <sup>nd</sup> June 2016
Standstill Period ends	14 <sup>th</sup> June 2016
Contract commences	1 <sup>st</sup> October 2016

If at any stage you believe that the Council is undertaking the tendering process in a way which is not transparent, equal, fair and proportional you should write to, or email, the Procurement Manager at County Hall, Spetchley Road, Worcester, WR5 2NP (e-mail: [procurement@worcestershire.gov.uk](mailto:procurement@worcestershire.gov.uk))

## **TENDER PACK**

# **FOR THE PROVISION OF STARTING WELL A PREVENTION SERVICE FOR CHILDREN AND YOUNG PEOPLE AGED 0 -19 YEARS AND THEIR FAMILIES IN WORCESTERSHIRE**

## **SECTION 6 TENDER QUESTIONNAIRE, AND DECLARATION**



## Completion Guidance

- i) All Tenderers must fully complete the Tender Questionnaire including the Declaration which is part of the Tender Questionnaire, in accordance with this Guidance.
- ii) The Tender Questionnaire will be used as part of the tender evaluation process to help the Council assess which tenderer can best meet the Council's requirements as set out in the Tender Pack.
- iii) If your organisation is part of a larger organisation or a group of organisations, please complete the Tender Questionnaire solely for your organisation.
- iv) If you do not operate in the United Kingdom (UK), you should fully complete the Tender Questionnaire, but make clear the appropriate legislation to which your answer relates if it is not UK legislation.
- v) Please supply the Council with two copies of the completed Tender Questionnaire and any other information specified in the Tender Questionnaire.
- vi) One copy of the completed Tender Questionnaire must be in ring bound paper form. The other copy should be in Word format on a CD or a memory stick and must not be encrypted. In the event of any variation between the paper copy and the electronic version, the paper copy shall take precedence. Submissions must not exceed the maximum stated in the tender pack.
- vii) In the paper copy, the Declaration in the Tender Questionnaire must contain an original handwritten signature on behalf of your organisation. The Council will assume that the person signing is authorised to do so.
- viii) Tender Questionnaires completed electronically must be in Arial font, size 10.
- ix) Before completing the Tender Questionnaire you must read the Tender Pack to ensure you are clear about the Council's requirements and the tendering arrangements.
- x) The Council shall in its absolute discretion be entitled to reject any Tender that is not submitted entirely in accordance with the requirements of this Tender Pack or if the Tender is incomplete in any way.
- xi) Do not submit any information which is not specifically requested in the Tender Pack. Any such information which you submit will be disregarded.
- xii) Questions should be answered as concisely as possible and any limitation on the size of the answer must be adhered to.
- xiii) In answering each question do not cross-refer to other answers or expect the Council to take into account information given elsewhere in your Tender.
- xiv) In completing the Tender Questionnaire you must not make any assumptions about the Council's knowledge of your organisation. The Council will only evaluate your Tender on the information you supply as part of the Tender process.
- xv) The Council reserves the right to disqualify your Tender, or terminate any resulting negotiation or Contract, if you make any material misrepresentation in the Tender Questionnaire or in any supporting information.
- xvi) The Council reserves the right to seek clarification or further information about any matter covered by the Tender Questionnaire at any time during the Tender process. This includes the right to contact other organisations which you have indicated you currently provide, or

have within the last 5 years provided, services for. It also covers the right to contact your Bank for a reference.

- xvii) All questions must be answered in full. If an answer is “Nil”, “None”, or “Not Applicable”, this must be stated.
- xviii) All schedules, enclosures, continuation sheets, and other supporting information you supply in the Tender must be clearly marked with the name of your organisation and the number of the relevant question printed at the top of the first page only of each document
- xix) Each schedule, enclosure, continuation sheet or other document you supply must only contain information relevant to the individual question.
- xx) When you have completed the Tender Questionnaire then i) complete the checklist to confirm that you have enclosed all relevant documentation and ii) sign the Declaration. Please note that if your Tender is incomplete or unsigned it will be disqualified as non-compliant with the tender arrangements and not considered.
- xxi) Completed Tender Questionnaires and supporting documentation must be submitted in a sealed envelope or package addressed as below.

**Tender for Starting Well – a Prevention  
Service for Children and Young People  
aged 0-19 Years and their Families in  
Worcestershire**

**Director of Commercial & Change  
County Hall  
Spetchley Road  
Worcester  
WR5 2NP**

- xxii) Tenders received by facsimile or e-mail will **not** be accepted.
- xxiii) All documents submitted by the Tenderer in response to this Invitation to Tender shall become the property of the Council. Intellectual property in the Tender bid shall remain the property of the Tenderer. This Clause is without prejudice to any provisions to the contrary in any subsequent Contract between the Council and Tenderer.
- xxiv) Completed tenders must be received by the Council by **Noon on 3<sup>rd</sup> May 2016**. Any tenders received after this date will be disqualified as non-compliant with the tender requirements and not considered. Consequently you are advised to obtain a timed delivery receipt for your Tender.



## 1 Supplier Information

1.1 Supplier Details	Answer
Full Organisation Name of Supplier completing the Tender	
Registered company address	
Registered company number	
Registered charity number	
Registered VAT number	
Name of immediate parent company	
Name of ultimate parent company	
Please mark 'X' in the relevant box to indicate your trading status	i) public limited company <input type="checkbox"/> Yes
	ii) limited company <input type="checkbox"/> Yes
	iii) limited liability partnership <input type="checkbox"/> Yes
	iv) other partnership <input type="checkbox"/> Yes
	v) sole trader <input type="checkbox"/> Yes
	vi) other (please specify) <input type="checkbox"/>
Please mark 'X' in the relevant boxes to indicate whether any of the following classifications apply to you	i) Voluntary, Community & Social Enterprise (VCSE) <input type="checkbox"/> Yes
	ii) Small or Medium Enterprise (SME) <sup>1</sup> <input type="checkbox"/> Yes
	iii) Sheltered workshop <input type="checkbox"/> Yes
	iv) Public service mutual <input type="checkbox"/> Yes

<sup>1</sup> See EU definition of SME: <http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/>

## 1.2 Bidding Model

Please mark 'X' in the relevant box to indicate whether you are:

<p>a) Bidding as a Prime Contractor and will deliver 100% of the key contract deliverables yourself</p>	<input type="checkbox"/> Yes
<p>b) Bidding as a Prime Contractor and will use third parties to deliver <u>some</u> of the services</p> <p>If yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for.</p>	<input type="checkbox"/> Yes
<p>c) Bidding as Prime Contractor but will operate as a Managing Agent and will use third parties to deliver <u>all</u> of the services</p> <p>If yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for.</p>	<input type="checkbox"/> Yes
<p>d) Bidding as a consortium but not proposing to create a new legal entity.</p> <p>If yes, please include details of your consortium in the next column and use a separate Appendix to explain the alternative arrangements i.e. why a new legal entity is not being created.</p> <p>Please note that the authority may require the consortium to assume a specific legal form if awarded the contract, to the extent that it is necessary for the satisfactory performance of the contract.</p>	<input type="checkbox"/> Yes  <u><b>Consortium members:</b></u>  <u><b>Lead member:</b></u>
<p>e) Bidding as a consortium and intend to create a Special Purpose Vehicle (SPV).</p> <p>If yes, please include details of your consortium, current lead member and intended SPV in the next column and provide full details of the bidding model using a separate Appendix.</p>	<input type="checkbox"/> Yes  <u><b>Consortium members:</b></u>  <u><b>Current lead member:</b></u>  <u><b>SPV Name:</b></u>

1.3 Contact Details for enquiries about this tender	
Name	
Postal address	
Country	
Telephone	
Mobile	
E-mail	

1.4 Licensing and Registration (please mark 'X' in the relevant box)	
1.4.1	<p>Registration with a professional body</p> <p>If applicable, is your business registered with the appropriate trade or professional register(s) in the EU member state where it is established (as set out in Annex XI of directive 2014/24/EU) under the conditions laid down by that member state).</p> <p> <input type="checkbox"/> Yes  <input type="checkbox"/> No         </p> <p>If Yes, please provide the registration number:</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
1.4.2	<p>Is it a legal requirement in the state where you are established for you to be licensed or a member of a relevant organisation in order to provide the requirement in this procurement?</p> <p> <input type="checkbox"/> Yes  <input type="checkbox"/> No         </p> <p>If Yes, please provide additional details within this box of what is required and confirmation that you have complied with this.</p>

## 2. Grounds for Mandatory Exclusion

You will be excluded from the procurement process if there is evidence of convictions relating to specific criminal offences including, but not limited to, bribery, corruption, conspiracy, terrorism, fraud and money laundering, or if you have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security obligations (except where this is disproportionate e.g. only minor amounts involved).

If you have answered “yes” to question 2.2 on the non-payment of taxes or social security contributions, and have not paid or entered into a binding arrangement to pay the full amount, you may still avoid exclusion if only minor tax or social security contributions are unpaid or if you have not yet had time to fulfil your obligations since learning of the exact amount due. If your organisation is in that position please provide details using a separate Appendix. You may contact the authority for advice before completing this form.

2.1 Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?	Please indicate your answer by marking 'X' in the relevant box.	
	Yes	No
(a) conspiracy within the meaning of section 1 or 1A of the Criminal Law Act 1977 or article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983 where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA on the fight against organised crime;		
(b) corruption within the meaning of section 1(2) of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906;		
(c) the common law offence of bribery;		
(d) bribery within the meaning of sections 1, 2 or 6 of the Bribery Act 2010; or section 113 of the Representation of the People Act 1983;		
(e) any of the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities:		
(i) the offence of cheating the Revenue;		
(ii) the offence of conspiracy to defraud;		
(iii) fraud or theft within the meaning of the Theft Act 1968, the Theft Act (Northern Ireland) 1969, the Theft Act 1978 or the Theft (Northern Ireland) Order 1978;		
(iv) fraudulent trading within the meaning of section 458 of the Companies Act 1985, article 451 of the Companies (Northern Ireland) Order 1986 or section 993 of the Companies Act 2006;		
(v) fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994;		

(vi) an offence in connection with taxation in the European Union within the meaning of section 71 of the Criminal Justice Act 1993;		
(vii) destroying, defacing or concealing of documents or procuring the execution of a valuable security within the meaning of section 20 of the Theft Act 1968 or section 19 of the Theft Act (Northern Ireland) 1969;		
(viii) fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006; or		
(ix) the possession of articles for use in frauds within the meaning of section 6 of the Fraud Act 2006, or the making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of that Act;		
(f) any offence listed—		
(i) in section 41 of the Counter Terrorism Act 2008; or		
(ii) in Schedule 2 to that Act where the court has determined that there is a terrorist connection;		
(g) any offence under sections 44 to 46 of the Serious Crime Act 2007 which relates to an offence covered by subparagraph (f);		
(h) money laundering within the meaning of sections 340(11) and 415 of the Proceeds of Crime Act 2002;		
(i) an offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996;		
(j) an offence under section 4 of the Asylum and Immigration (Treatment of Claimants etc.) Act 2004;		
(k) an offence under section 59A of the Sexual Offences Act 2003;		
(l) an offence under section 71 of the Coroners and Justice Act 2009		
(m) an offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994; or		
(n) any other offence within the meaning of Article 57(1) of the Public Contracts Directive—		
(i) as defined by the law of any jurisdiction outside England, Wales and Northern Ireland; or		
(ii) created after the day on which these Regulations were made, in the law of England and Wales or Northern Ireland.		

**Non-payment of taxes**

**2.2 Has it been established by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which your organisation is established (if outside the UK), that your organisation is in breach of obligations related to the payment of tax or social security contributions?**

If you have answered Yes to this question, please use a separate Appendix to provide further details. Please also use this Appendix to confirm whether you have paid, or have entered into a binding arrangement with a view to paying, including, where applicable, any accrued interest and/or fines?

### 3. Grounds for Discretionary Exclusion - Part 1

The authority may exclude any Supplier who answers 'Yes' in any of the following situations set out in paragraphs (a) to (i):

3.1 Within the past three years, please indicate if any of the following situations have applied, or currently apply, to your organisation.	Please indicate your answer by marking 'X' in the relevant box.	
	Yes	No
(a) your organisation has violated applicable obligations referred to in regulation 56 (2) of the Public Contracts Regulations 2015 in the fields of environmental, social and labour law established by EU law, national law, collective agreements or by the international environmental, social and labour law provisions listed in Annex X to the Public Contracts Directive as amended from time to time;		
(b) your organisation is bankrupt or is the subject of insolvency or winding-up proceedings, where your assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State;		
(c) your organisation is guilty of grave professional misconduct, which renders its integrity questionable;		
(d) your organisation has entered into agreements with other economic operators aimed at distorting competition;		
(e) your organisation has a conflict of interest within the meaning of regulation 24 of the Public Contracts Regulations 2015 that cannot be effectively remedied by other, less intrusive, measures;		
(f) the prior involvement of your organisation in the preparation of the procurement procedure has resulted in a distortion of competition, as referred to in regulation 41, that cannot be remedied by other, less intrusive, measures;		
(g) your organisation has shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions;		
(h) your organisation: (i) has been guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria; or (ii) has withheld such information or is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015; or		
(i) your organisation has undertaken to		
(aa) unduly influence the decision-making process of the contracting authority, or		
(bb) obtain confidential information that may confer upon your organisation undue advantages in the procurement procedure; or		
(cc) your organisation has negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.		

### **Conflicts of interest**

In accordance with question 3.1 (e), the authority may exclude the Supplier if there is a conflict of interest which cannot be effectively remedied. The concept of a conflict of interest includes any situation where relevant staff members have, directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure.

Where there is any indication that a conflict of interest exists or may arise then it is the responsibility of the Supplier to inform the authority, detailing the conflict in a separate Appendix. Provided that it has been carried out in a transparent manner, routine pre-market engagement carried out by the authority should not represent a conflict of interest for the Supplier.

### **Taking Account of Bidders' Past Performance**

In accordance with question (g), the authority may assess the past performance of a Supplier (through a Certificate of Performance provided by a Customer or other means of evidence). The authority may take into account any failure to discharge obligations under the previous principal relevant contracts of the Supplier completing this tender. The authority may also assess whether specified minimum standards for reliability for such contracts are met.

In addition, the authority may re-assess reliability based on past performance at key stages in the procurement process (i.e. Supplier selection, tender evaluation, contract award stage etc.). Suppliers may also be asked to update the evidence they provide in this section to reflect more recent performance on new or existing contracts (or to confirm that nothing has changed).

### **'Self-cleaning'**

Any Supplier that answers 'Yes' to questions 2.1, 2.2 and 3.1 should provide sufficient evidence, in a separate Appendix, that provides a summary of the circumstances and any remedial action that has taken place subsequently and effectively "self cleans" the situation referred to in that question. The Supplier has to demonstrate it has taken such remedial action, to the satisfaction of the authority in each case.

If such evidence is considered by the authority (whose decision will be final) as sufficient, the economic operator concerned shall be allowed to continue in the procurement process.

In order for the evidence referred to above to be sufficient, the Supplier shall, as a minimum, prove that it has;

- paid or undertaken to pay compensation in respect of any damage caused by the criminal offence or misconduct;
- clarified the facts and circumstances in a comprehensive manner by actively collaborating with the investigating authorities; and
- taken concrete technical, organisational and personnel measures that are appropriate to prevent further criminal offences or misconduct.

The measures taken by the Supplier shall be evaluated taking into account the gravity and particular circumstances of the criminal offence or misconduct. Where the measures are considered by the authority to be insufficient, the Supplier shall be given a statement of the reasons for that decision.



## 4. Grounds for Discretionary Exclusion - Part 2

The authority reserves the right to use its discretion to exclude a Supplier where it can demonstrate the Supplier's non-payment of taxes/social security contributions where no binding legal decision has been taken.

Please note that Section 4 relating to tax compliance only applies where the authority has indicated that the contract is over £5million in value, and the authority is a Central Government Department (including their Executive Agencies and Non-Departmental Public Bodies).

"Occasion of Tax Non-Compliance" means:

- (a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 is found to be incorrect as a result of:
  1. a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;
  2. the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or
- (b) the Supplier's tax affairs give rise on or after 1 April 2013 to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Effective Date or to a penalty for civil fraud or evasion

<b>From 1 April 2013 onwards, have any of your company's tax returns submitted on or after 1 October 2012; (Please indicate your answer by marking 'X' in the relevant box).</b>		
4.1	Given rise to a criminal conviction for tax related offences which is unspent, or to a civil penalty for fraud or evasion;	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.2	Been found to be incorrect as a result of: <ul style="list-style-type: none"> <li>▪ HMRC successfully challenging it under the General Anti-Abuse Rule (GAAR) or the "Halifax" abuse principle; or</li> <li>▪ A Tax Authority in a jurisdiction in which the legal entity is established successfully challenging it under any tax rules or legislation that have an effect equivalent or similar to the GAAR or the "Halifax" abuse principle; or</li> <li>▪ the failure of an avoidance scheme which the Supplier was involved in and which was, or should have been, notified under the Disclosure of Tax Avoidance Scheme (DOTAS) or any equivalent or similar regime in a jurisdiction in which the Supplier is established.</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No
If answering "Yes" to either 4.1 or 4.2 above, the Supplier may provide details of any mitigating factors that it considers relevant and that it wishes the authority to take into consideration. This could include, for example: <ul style="list-style-type: none"> <li>• Corrective action undertaken by the Supplier to date;</li> <li>• Planned corrective action to be taken;</li> </ul>		

- Changes in personnel or ownership since the Occasion of Non-Compliance (OONC); or
- Changes in financial, accounting, audit or management procedures since the OONC.

In order that the authority can consider any factors raised by the Supplier, the following information should be provided:

- A brief description of the occasion, the tax to which it applied, and the type of “non-compliance” e.g. whether HMRC or the foreign Tax Authority has challenged pursuant to the GAAR, the “Halifax” abuse principle etc.
- Where the OONC relates to a DOTAS, the number of the relevant scheme.
- The date of the original “non-compliance” and the date of any judgement against the Supplier, or date when the return was amended.
- The level of any penalty or criminal conviction applied.

## 5. Economic and Financial Standing

FINANCIAL INFORMATION																	
5.1	<p><b>Please provide one of the following to demonstrate your economic/financial standing.</b></p> <p><b>Please indicate your answer with an 'X' in the relevant box.</b></p> <table border="1"> <tr> <td>(a) A copy of the audited accounts for the most recent two years</td> <td></td> </tr> <tr> <td>(b) A statement of the turnover, profit &amp; loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation</td> <td></td> </tr> <tr> <td>(c) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position</td> <td></td> </tr> <tr> <td>(d) Alternative means of demonstrating financial status if any of the above is not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).</td> <td></td> </tr> </table>	(a) A copy of the audited accounts for the most recent two years		(b) A statement of the turnover, profit & loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation		(c) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position		(d) Alternative means of demonstrating financial status if any of the above is not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).									
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5.2	<p>Where the authority has specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this tender, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out here.</p> <table border="1"> <tr> <td><input type="checkbox"/></td> <td>Yes</td> </tr> <tr> <td><input type="checkbox"/></td> <td>No</td> </tr> </table>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No												
<input type="checkbox"/>	Yes																
<input type="checkbox"/>	No																
5.3	<p><b>(a) Are you are part of a wider group (e.g. a subsidiary of a holding/parent company)?</b></p> <p>If yes, please provide the name below:</p> <table border="1"> <tr> <td>Name of the organisation</td> <td></td> </tr> <tr> <td>Relationship to the Supplier completing the tender</td> <td></td> </tr> </table> <p>If yes, please provide Ultimate / parent company accounts if available.</p> <table border="1"> <tr> <td><input type="checkbox"/></td> <td>Yes</td> </tr> <tr> <td><input type="checkbox"/></td> <td>No</td> </tr> </table> <p>If yes, would the Ultimate / parent company be willing to provide a guarantee if necessary?</p> <table border="1"> <tr> <td><input type="checkbox"/></td> <td>Yes</td> </tr> <tr> <td><input type="checkbox"/></td> <td>No</td> </tr> </table> <p>If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank?)</p> <table border="1"> <tr> <td><input type="checkbox"/></td> <td>Yes</td> </tr> <tr> <td><input type="checkbox"/></td> <td>No</td> </tr> </table>	Name of the organisation		Relationship to the Supplier completing the tender		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Name of the organisation																	
Relationship to the Supplier completing the tender																	
<input type="checkbox"/>	Yes																
<input type="checkbox"/>	No																
<input type="checkbox"/>	Yes																
<input type="checkbox"/>	No																
<input type="checkbox"/>	Yes																
<input type="checkbox"/>	No																

## 6. Technical and Professional Ability

6	<b>Relevant experience and contract examples</b>			
	<p>Please provide details of up to <u>three</u> contracts, in any combination from either the public or private sector, that are relevant to the authority's requirement. Contracts should have been performed during the past <u>three</u> years. VCSEs may include samples of grant funded work.</p> <p>The named customer contact provided should be prepared to provide written evidence to the authority to confirm the accuracy of the information provided below.</p> <p>Consortia bids should provide relevant examples of where the consortium has delivered similar requirements; if this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle will be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).</p> <p>Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the principal intended provider(s) or sub-contractor(s) who will deliver the supplies and services.</p>			
		<b>Contract 1</b>	<b>Contract 2</b>	<b>Contract 3</b>
6.1	Name of customer organisation			
6.2	Point of contact in customer organisation Position in the organisation E-mail address			
6.3	Contract start date Contract completion date Estimated Contract Value			

6.4	In no more than 500 words, please provide a brief description of the contract delivered including evidence as to your technical capability in this market.			
6.5 If you cannot provide at least one example for questions 6.1 to 6.4, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up.				

## 7. Additional Information

### A. Safeguarding Adults, Children and Young People

The Council requires all tenderers to enclose the organisation's Safeguarding and other relevant policies, with this tender document. **Failure to do so will lead to your tender being regarded as 'Not Satisfactory'.**

**Please complete the table below**, stating where in the document(s) each area is covered.

All of the areas in the checklist are essential and must be evidenced for both children's and adults safeguarding. The Council's expectation is that the Service Provider will require both adults and children safeguarding policies and procedures, unless there are exceptional circumstances. Failure to complete this checklist accurately or failure to evidence any of the areas will result in the checklist being assessed as 'Not Satisfactory'.

In assessing your tender as Satisfactory the Council is not endorsing the suitability of your safeguarding policy and procedures. The content, application and review of the safeguarding policy and procedures remain the responsibility of the tenderer.

*Note: if a particular area is not covered in your main Safeguarding policy and/or procedure but is covered in another policy and/or procedure, please also include that policy and/or procedure and indicate the relevant pages in the document.*

Please confirm which Safeguarding documents you have enclosed:

Adults ☐ Children and Young People ☐ Combined ☐

	Children And Young People And Adult Safeguarding Area	Please identify which policy/procedure this can be found in	Please indicate which page(s) in the document this is covered
1	Contains a statement of the organisation's basic philosophy and principles relating to children and young people and adult safeguarding ensuring a commitment to participating in a multi-agency approach to all safeguarding arrangements		
2	Identifies the role which carries lead responsibility for safeguarding arrangements		
3	Defines the meaning/coverage of adults with care and support needs and children and young people		
4	Identifies the following types of abuse for adults -1) physical, 2) domestic violence, 3) sexual, 4) psychological, 5) financial or material, 6) modern slavery, 7) discriminatory, 8) organisational, 9) neglect and acts of omission and self-neglect: and promotes an understanding of abuse and exploitation  Identifies the following types of abuse for children and young people -1) physical, 2) sexual (including child sexual exploitation), 3) emotional, 4) neglect		

5	Describes what staff and volunteers must do if they see/suspect abuse, including "whistle blowing" arrangements for circumstances where normal reporting lines cannot be followed		
6	Sets out how the organisation will inform service users (or their representatives, parents, carers) of safeguarding awareness and what they should do if concerned about possible abuse or neglect by a staff member, volunteer or any other person.		
7	Identifies how concerns reported by staff, volunteers, services users (or others acting on their behalf) will be dealt with within the organisation		
8	Identifies how and when concerns should be reported/referred to appropriate statutory bodies		
9	Sets out the organisation's response to the PREVENT agenda where applicable. (PREVENT is part of the Government counter-terrorism strategy)		
10	Covers arrangements for ensuring safe recruitment of staff and volunteers (to include staff employed on a temporary basis or via an agency)		
11	States the mandatory induction training arrangements for staff and volunteers ensuring they are made aware of and understand their professional boundaries and that their practice reflects this		
12	Describes the preventative measures taken in relation to safeguarding		
13	Identifies arrangements for reviewing policies and procedures regularly to ensure they are relevant and in line with current legislation.		
14	Describes arrangements for dissemination of policies and policy reviews to staff and assurance processes that assure they are being adhered to.		
	<b>Additionally for services delivering to service users aged 16+</b>		
15	Identifies that safeguarding decisions should take account of the ability to give informed consent and comply with the Mental Capacity Act 2005.		
Version 1.1 April 2015			

## B. Insurance

Suppliers who self-certify that they meet the requirements will be required to provide evidence of this if they are successful at contract award stage. Please indicate your answer by marking 'X' in the relevant boxes.

1.	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Employer's (Compulsory) Liability Insurance as required to comply with legislative requirements. Public Liability Insurance in a minimum amount of £10 million for each and every claim, act or occurrence or series of claims, acts or occurrences. Professional Indemnity Insurance in a minimum amount of £2 million Medical Malpractice Insurance to a level at least agreed to the Provider's Public Liability Insurance</p> <p>It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Self Employed Persons.</p> <p>The provision of insurance or the amount or limit of cover will not relieve or limit the Service Provider's liabilities under the Contract.</p>	<div style="display: flex; flex-direction: column; align-items: flex-end;"> <div><input type="checkbox"/> Yes</div> <div><input type="checkbox"/> No</div> </div>
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## C. Compliance with Equality Legislation

For organisations working outside of the UK please refer to equivalent legislation in the country that you are located.

1.	<p>In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)?</p>	<div style="display: flex; flex-direction: column; align-items: flex-end;"> <div><input type="checkbox"/> Yes</div> <div><input type="checkbox"/> No</div> </div>
2.	<p>In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination?</p> <p>If you have answered "yes" to one or both of the questions in this module, please provide, as a separate Appendix, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your organisation, please use the Appendix to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring. You may be excluded if you are unable to demonstrate to the authority's satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.</p>	<div style="display: flex; flex-direction: column; align-items: flex-end;"> <div><input type="checkbox"/> Yes</div> <div><input type="checkbox"/> No</div> </div>
3.	<p>If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?</p>	<div style="display: flex; flex-direction: column; align-items: flex-end;"> <div><input type="checkbox"/> Yes</div> <div><input type="checkbox"/> No</div> </div>



#### **D. Environmental Management**

1.	Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)? If your answer to this question is "Yes", please provide details in a separate Appendix of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served. The authority will not select bidder(s) that have been prosecuted or served notice under environmental legislation in the last 3 years, unless the authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.	If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation?	<input type="checkbox"/> Yes <input type="checkbox"/> No

#### **E. Data Protection and Information Security**

1.	Please self-certify whether you already have in place, or can commit to implementing, prior to the commencement of the contract, a Data Protection and Information Security Policy that meets the requirements of the Data Protection Act 1998 and any other requirements of the Information Commissioner.	<input type="checkbox"/> Yes <input type="checkbox"/> No
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#### **F. Health and Safety**

1.	Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.	Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?  If your answer to this question was "Yes", please provide details in a separate Appendix of any enforcement/remedial orders served and give details of any remedial action or changes to procedures you have made as a result.  The authority will exclude bidder(s) that have been in receipt of enforcement/remedial action orders unless the bidder(s) can demonstrate to the authority's satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches.	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.	If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?	<input type="checkbox"/> Yes <input type="checkbox"/> No

## 8. Service Specific Information

For each of the following questions please supply an enclosure, detailing the information requested. If you are the single lead organisation for a consortium you must regard the questions as referring to the whole consortium, not just your organisation, and answer appropriately.

8.1	Price	Enclosed	Not Enclosed
8.2	Experience	Enclosed	Not Enclosed
8.3	Plans for Service Delivery	Enclosed	Not Enclosed
8.4	Delivery of prevention & early intervention to achieve outcomes & reduce demand	Enclosed	Not Enclosed
8.5	Delivery plan for Emotional Wellbeing Service	Enclosed	Not Enclosed
8.6	Information and advice, IT, Information Sharing, Data Collection and Reporting	Enclosed	Not Enclosed
8.7	Implementation Plan	Enclosed	Not Enclosed

## 9. Document Checklist

Please complete the checklist below to ensure that you have submitted all relevant supporting information required in the Tender Application. Failure to submit any relevant supporting information may result in your Tender being disqualified as non compliant with the tender requirements and not considered.

Please provide a full list of any Appendices used to provide additional information in response to Section 6 of this Tender Pack.

Brief details of document/appendices	Question	Enclosed	Not Enclosed	Not Applicable

Please complete the checklist below to ensure that you have submitted all relevant supporting information required in the Tender Application. Failure to submit any relevant supporting information may result in your Tender being disqualified as non-compliant with the tender requirements and not considered.

Response to Question	8.1			
Response to Question	8.2			
Response to Question	8.3			
Response to Question	8.4			
Response to Question	8.5			
Response to Question	8.6			
Response to Question	8.7			
Response to Question	8.8			
Document Checklist	9			
Declaration	10			

## 10. Declaration

### PLEASE READ AND SIGN THE DECLARATION BELOW

I certify that the information supplied is accurate to the best of my knowledge and that I accept the conditions and undertakings in this Tender Questionnaire. I understand that giving false, incomplete, misleading or inadequate information that materially affects or could materially affect the decision making process could result in my exclusion from the application process, or subsequent termination of any Contract subsequently awarded to my organisation as a result of this Tender.

I understand that it is a criminal offence, punishable by imprisonment, to give or offer any gift or consideration whatsoever as an inducement or reward to any servant of a public body and that any such action will result in my exclusion from the tender process.

Signed (handwritten only)

Name (Block Capitals)

Position

For and on behalf of (state  
name of organisation)

Date


### BEFORE RETURNING THIS APPLICATION FORM PLEASE ENSURE THAT YOU HAVE:

- i) Answered all of the questions.
- ii) Enclosed the relevant schedule and enclosures, having first marked them clearly with the name of your organisation (as instructed in the Completion Guidance) and the number of the question to which they apply.
- iii) Completed the checklist indicating which documents have been enclosed.
- iv) Completed and signed the above Declaration.