

## APPENDIX 1

### **VULNERABLE ADULTS SUPPORT FOR DISABILITIES AND MENTAL HEALTH PROCUREMENT STRATEGY (Ref: P0792)**

#### **1 Strategic Procurement**

Procure a range of services that align to the Disabilities and Mental Health Pathway for Vulnerable Adults whose health and wellbeing is at risk due to their unstable, precarious housing circumstance.

##### **1.2 Procurement Options considered:**

1. **Use a collaborative framework agreement.** This option is discounted as there are no collaborative framework agreements in place that meets the Council's requirements therefore this option was discounted.

2. **Tender as a framework agreement primarily for Birmingham but available for use by other public sector bodies.** This option is discounted as there is no benefit or economies of scale to be realised from this option to meet the required investment.

3. **Tender the contracts by Lots**, there are benefits to this as the current market conditions show sufficient appetite and expertise to deliver the proposed services. This is the recommended option.

The pathway has three elements: Universal Prevention, Early Targeted Help, and Transition (Accommodation services). This procurement is for all three elements and will be for a range of single and multiple contracts for the different client groups allowing the market to respond by specialism, e.g. support for people experiencing mental health issues.

A mix of payment for Service Provision and Payment by Outcomes (PbO) will be implemented. See Appendix 4 for the Performance Outcome Framework.

The procured services need to dovetail with a number of existing commissioned services in order to provide an integrated response to the service user.

#### **2 Procurement approach**

**Duration** - The contract will be for an initial period of five years, 1st July 2022 to 30th June 2027 with the option to extend for up to a further 2 years. A contract period of five years will help protect market diversity by recognising resources that may be required, particularly by smaller providers, in tendering for contracts.

**Advertising Route** - The contract will be advertised in the Find a Tender, Contracts Finder and on the [www.finditinbirmingham.com](http://www.finditinbirmingham.com) website.

**Route** - The procurement will follow the Open Procurement Route on the basis that there is an established market and the services can be clearly defined. The procurement of these services will be subject to the Light Touch Regime of the Public Procurement Regulations.

**Scope** - The procurement and provision will be for vulnerable adult support for disabilities and mental health universal, targeted and accommodation support.

**Provider model** - There will be multiple providers across a number of lots. Some lots will have a single provider and other lots will have multiple providers where it is not possible for a single provider to deliver the range and volume of services required. It is beneficial for the Council to work with a range of providers in order to retain the appropriate level of understanding in order to be able to commission these services.

**Delivery model** - The delivery model will be comprised of a number of components that align to a disabilities and mental health positive pathway and are appropriately structured within the tender processes. The market sector is based on client groups.

**Outcomes and KPIs** - The outcomes are based around the Prevention First Vision and Outcomes and are focused on maintaining and maximising independence.

There are four main outcomes:

- Health and wellbeing
- Engaging and participating in the community
- Obtaining and maintaining accommodation
- Economic wellbeing.

Underpinning these will be a range of outputs providing evidence as to how they are achieved.

The Key Performance Indicators (KPIs) will focus on the level of need met for each of the four outcomes.

Payment by Outcomes will be focused on systems change with three elements:

- Partnership working
- Making use of community assets
- Quality standards.

A Performance Outcomes Framework can be seen in Appendix 4.

### **3. Market Assessment**

#### **Size and Competition in market**

There are a range of providers; some large national based organisations and some smaller more specialised local providers. This mixture of potential bidding organisations has been considered in the development of the social value assessment criteria in order to prevent an unfair advantage to the larger organisations and considering the intrinsic social value nature of these contracts.

The procurement will ensure competition, allowing an opportunity for new entrants to the market. The contract values are considered attractive for the sector; this will enable the Council to achieve value for money Best value will be achieved by applying a cost threshold for each lot.

Current services are provided to 1,600 clients by eleven providers across 19 contracts.

No single provider can provide the number and range of quality in both accommodation units and support across the geographical area that is required and affordable.

## **Market engagement**

A wide range of consultation and market engagement has been carried out as detailed in the Cabinet report.

A further market sounding, and engagement process will take place during the summer to update the market on commissioning intentions following the consultation and ensure we are commissioning the right services, at the right time for the right people.

## **5. Tender structure (Including Evaluation and Selection criteria)**

### **5.1 Tender Structure**

There are 3 Lots, one for each client group; all Lots will be delivered by a single or multiple provider ensuring coverage across the city:

**Lot 1** – Adults with Learning Disabilities (Aged 18yrs and over) Value £3.41m p/a:

These services will be delivered by a single or multiple provider; sublots 1.1 – 1.2

**LOT 1.1 Lead Worker** – Value £2,357,327 p/a

The Lead Worker Service for learning disabilities will provide face to face support and access to relevant services. The services will operate in two ways:

- Offer short term, intensive support interventions to assist a citizen to regain their independence and connect to local resources and support networks.
- Provide a longer term on - going engagement to enable citizens to continue living independently within their own homes, support duration and intensity will be dependent upon the individual support need requirements and reviewed on a regular basis.

Support will be delivered for up to a period of two years when a review will be carried out.

**LOT 1.2 Long term and emergency accommodation** – Value £1,052,875 p/a

Support delivery through longer term community based supported accommodation. This type of provision bridges the gap for people whose support needs fall between living within their own homes and the thresholds for statutory care such as supported living or registered care homes. For some, this provision may be part of their step - down journey into their own tenancy and for others it may be much longer term, with flexible levels of support delivery.

For the long term and emergency accommodation services support will be delivered for up to a period of two years when a review will be carried out

**Lot 2 – Adults with Mental Health Support Need (Aged 18yrs and over) Value £3.664m p/a:**

These services will be delivered by a single or multiple provider; sublots 2.1 – 2.2

**LOT 2.1 Lead Worker – Value £2,699,045 p/a**

The Lead Worker Service for mental health will provide face to face support and access to relevant services. The services will operate in two ways:

- Offer short term, intensive support interventions to assist a citizen to regain their independence and connect to local resources and support networks.
- Provide a longer term on - going engagement to enable citizens to continue living independently within their own homes, support duration and intensity will be dependent upon the individual support need requirements and reviewed on a regular basis.

Support will be delivered for up to a period of two years when a review will be carried out.

**LOT 2.2 Long term and emergency accommodation – Value £964,488 p/a**

Support delivery through longer term community based supported accommodation. This type of provision bridges the gap for people whose support needs fall between living within their own homes and the thresholds for statutory care such as supported living or registered care homes. For some, this provision may be part of their step - down journey into their own tenancy and for others it may be much longer term, with flexible levels of support delivery.

Support will be delivered for up to a period of two years when a review will be carried out.

**Lot 3 – Adults with Physical or Sensory Disabilities (Aged 18yrs and over) Value £199.83k p/a:**

**LOT 3.1 Lead Worker - Value £199,836 p/a**

The Lead Worker Service for physical and sensory disabilities will provide face to face support and access to relevant services. The services will operate in two ways:

- Offer short term, intensive support interventions to assist a citizen to regain their independence and connect to local resources and support networks.
- Provide a longer term on - going engagement to enable citizens to continue living independently within their own homes, support duration and intensity will be dependent upon the individual support need requirements and reviewed on a regular basis.

Support will be delivered for up to a period of two years when a review will be carried out.

TUPE may apply and will be facilitated in the procurement.

A Front Door service is being considered as part of the pathway and it is intended to set aside £180k to seek to commission this service, at a later date if required.

### **Evaluation and selection criteria**

The quality/price/social value balances below were established having due regard for the corporate document 'Advice and Guidance on Evaluating Tenders' which considers the complexity of the services to be provided. The tender documents will include the contract terms and conditions.

Tenders will be evaluated against the service specifications in accordance with a pre-determined evaluation model.

The Quality/ Social Value Price/ ratio for each sub-lot will be 50%/20%/30%

The evaluation of tenders for all sub-lots will be assessed on the standard Pass/Fail Criteria:

### **Stage 1 – Selection stage – Company information**

<b>Stage 1 – Potential Supplier Information</b>	
<b>Criteria</b>	<b>Evaluation</b>
Potential Supplier Information	Information Only
Exclusion Grounds	Pass / Fail
<b>Selection Questions:</b>	
Economic and Financial Standing	Pass / Fail
Technical and Professional Ability	Pass / Fail
Modern Day Slavery Act 2015	Pass / Fail
Insurance	Pass / Fail
Health and Safety	Pass / Fail
Accommodation standards	
Environmental Sustainability	Pass / Fail
Energy Management Systems	Pass / Fail
Quality Management Systems	Pass / Fail
Compliance with Equalities	Pass / Fail
BBC4SR	Pass / Fail
Supplier Portal	Pass / Fail
Early Payment Scheme	Information Only

Tenderers will be required to pass Stage 1 in order to progress to Stage 2.

### **Stage 2 – Invitation to Tender Stage**

#### **Evaluation and Selection Criteria**

There will be a number of generic Quality questions against the sub-lots in order to achieve consistency in provision along the pathway and efficiency in the evaluation process.

#### **Quality (50% Weighting)**

All Quality questions will assess the following criteria and, where possible, the same questions will be used in any sub-lots.

Criteria	Overall Weighting	Sub-weighting
Service delivery and capacity	50%	50%
Avoidance of crisis services and client dependency		15%
Organisation – Staff Resource and training		10%
Organisation – safeguarding		10%
Contract mobilisation		15%

Tenderers who score less than 50% of the quality threshold i.e. a score of 50 out of a maximum quality score of 100 (50 marks out of 100), may not proceed to the next stage of the evaluation.

The tenderer with the highest acceptable quality score is given the maximum possible weighted quality score. The other tenderers' weighted scores will be calculated on pro rata basis.

The following scoring criteria is being applied as we need a greater differentiation in the assessments in order to provide clarity of the quality scoring of the various bids to enable the strategic oversight for the number contracts that will be required.

Score	Assessment	Characteristics
0	Unacceptable	No response/irrelevant response provided, or extremely limited response provided which largely fails to address the subject-matter of the question and/or proposes completely unsuitable equipment (e.g. slow chargers only).
2	Poor	The Bidder provides a response which fails to adequately cover all the requirements within the question and specification. The proposed activities and service would not meet all the requirements and does not address the potential requirements of the clients.
5	Satisfactory	The Bidder provides a response which covers all the points within the question and specification. The Bidders response demonstrates sufficient understanding of the client and how they will deliver their requirements.

7	Good	The Bidders response covers all the points within the question and specification and demonstrates how the service and activities will be structured to deliver the outcomes required.
10	Excellent	The Bidders response comprehensively all the points within the question and specification and demonstrates how the service and activities will be structured to deliver the outcomes required. The Bidders response shows an excellent understanding of a range of activities; goes into detail on the pros and cons of the options available in an informative and succinct manner and demonstrates the thought process behind the selection of the proposed offer.

## Social value

All Social Value questions will assess the following criteria:

	Sub-weighting	Sub-criteria	Theme sub-weighting
Qualitative	50%	Local employment	0%
		Buy local	0%
		Partners in communities	30%
		Good employer	20%
		Green and sustainable	30%
		Ethical procurement	0%
		Innovation	20%
		<b>TOTAL</b>	<b>100%</b>
Quantitative	50%	BBC4SR action plan	Total of financial proxies (£) score <b>TBC</b>
Overall social value	<b>20%</b>		

Social Value rationale can be viewed in appendix 6

Tenderers who score less than the threshold of 40% of the overall social value weighting may not proceed to the next stage of the evaluation.

The tenderer with the highest acceptable social value score is given the maximum possible weighted price score. The other tenderers' weighted scores will be calculated on pro rata basis.

### **Price (30% weighting)**

Tenderers will be expected to submit a price based on the overall service delivery for the duration of the contract.

The tenderer with the lowest acceptable\* price is given the maximum possible weighted price score. The other tenderers' weighted price scores will be calculated on pro rata basis.

\*The lowest acceptable price will be based on the costed service delivery method statement submitted. This detail in the method statement will enable an assessment to be made on the financial viability of the proposed model to deliver services to the required cohort against the funding allocation.

Criteria	Overall weighting	Sub-weighting
Price	30%	100%

### **Overall evaluation**

The evaluation process will result in comparative quality, social value and price scores for each tenderer within each sub-lot. The proposed contracts will be awarded in order of ranking based on overall scores within each sub-lot. The ranking methodology, including the minimum number of providers for the sub-lots, will be explained at the Invitation to Tender stage with approval from Corporate Procurement Services.

The tenders will be evaluated by a number of panel members consisting of commissioners and, where possible, subject matter experts. A procurement officer will facilitate and moderate the evaluations.

The evaluation panels will be comprised of officers with relevant skills, knowledge and experience. The majority of these staff will be based in Adults Social Care Directorate. All evaluators are required to comply with the Councils procurement code of conduct that includes for any conflicts of interest and requires a confidentiality agreement for 3rd parties.

### **Risk**

The CPS approach is to follow the Council Risk Management Methodology and the Procurement Team is responsible for local risk management. CPS maintains a risk management register and documentation relevant for each contract. The risk register for the service has been jointly produced and owned by Adults Social Care and



Health commissioning and CPS with arrangements being put in place to ensure operational risks are appropriately mitigated.

### **Indicative Implementation plan**

<b>Activity</b>	<b>Timeline</b>
Cabinet approval (Strategy)	27 July 2021
Find a Tender	October 2021
ITT issued – invitation to tender	October 2021
ITQ returned	December 2021
Evaluation period	January 2022
DPR Approval (award)	March 2022
Contract award	April 2022
Mobilisation including TUPE transfer	April to July 2022
Contract start	1 <sup>st</sup> July 2022

### **Service delivery management**

The contract will be managed by a designated Commissioning Manager, Adults Social Care, using the Council's Contract Management process and toolkit. Key performance indicators will be used to regularly monitor and manage quality as well as social value outcomes.

There will be a mix of fixed quarterly payments and a payment by outcomes methodology.

Performance will be measured via quantitative KPI data, quality assurance of service delivery alongside the outcomes delivered for citizens.

A Performance Outcome Framework can be seen in Appendix 4.