

## Appendix One

### Evaluation Quality Questions and Scoring

| Score | Description  |
|-------|--|
| 0     | <p><b>Unacceptable</b><br/>           Either the response was not provided or not relevant to the question and/or fails to give confidence in the tenderers ability to deliver this requirement or contains insufficient information to make a judgement or irrelevant information.<br/>           Or it contains significant omissions, weaknesses or concerns.<br/>           Evidence to requirements may be missing, lacking in detail or highlight concern within this requirement.<br/>           This answer gives no confidence in the tenderers' ability to deliver this requirement.</p> |
| 1     | <p><b>Poor</b><br/>           The response pertains to the question but has significant omissions, weaknesses or concerns, supporting detail has not been provided for most specific requirements.<br/>           Evidence to other requirements may be missing, lacking in detail or highlight concern within this requirement.<br/>           This answer gives limited confidence in the tenderers' ability to deliver this requirement.</p>  |
| 2     | <p><b>Acceptable</b><br/>           The response is realistic and deliverable, covering requirements.<br/>           Comprehensive supporting detail has been provided in few specific requirements.<br/>           Evidence to other requirements may be missing, lacking in detail or highlight concern within this requirement.<br/>           This answer gives some confidence in the tenderers' ability to deliver this requirement.</p>   |
| 3     | <p><b>Good</b><br/>           Response indicates significant and appropriate credibility, ideas and proposals covers all requirements.<br/>           Comprehensive supporting detail has been provided for most specific requirements.<br/>           Evidence to other requirements may be lacking in detail or highlight concern within this requirement.<br/>           This gives the Employer confidence in the tenderers' ability to deliver this requirement.</p>  |
| 4     | <p><b>Excellent</b><br/>           The response covers all specific requirements and is supported by comprehensive detail which is realistic and appears deliverable in all aspects.<br/>           There is an element of ideas, proposals and innovation supported by comprehensive detail which illustrate future aspiration for best practice.<br/>           This answer gives a good level of confidence in the tenderers' ability to deliver this requirement.</p>  |

|   |  | Area                                 | Question  | Weighting | Minimum score |
|---|--|--------------------------------------|---|-----------|---------------|
| 1 |  | Mandatory Organisational Information | Please include an introduction to the bidding organisation.   | Unscored  | Unscored      |
| 2 |  | Workforce development                | Please detail how will you use a workforce development plan to ensure that staff are appropriately recruited, qualified/trained and kept up to date with good practice issues, to enable them to appropriately support each individual whilst achieving continued professional development. Provide | 20%       | 2             |

|   |  |                                     |   |     |   |
|---|--|-------------------------------------|---|-----|---|
|   |  |                                     | best practice examples if applicable.   |     |   |
| 3 |  | Person Centred Practice             | <p>Please demonstrate the following (you may use a case study example if you feel that this reinforces your response and evidences what you have learnt from your approach):</p> <p>a) How will you ensure that the care and support provided by everyone, at all levels, places the individual in your care is at the centre of what you do.</p> <p>b) Please describe how your organisation will ensure to deliver, monitor and evidence quality in the services that you provide to people receiving support and their carers.</p> <p>c) Please detail how your organisation would assist people you support through this contract to achieve their identified outcomes.</p> | 30% | 2 |
| 4 |  | Positive Behaviour Support          | <p>Please describe how you will ensure that staff are able to support individuals who: (you may use a case study example if you feel that this reinforces your response and evidences what you have learnt from your approach)</p> <p>a) present behaviours that may exclude them from participating in daily living tasks/activities or</p> <p>b) may present a change in behaviours that impact in their participation of activities.</p> <p>c) How you carry out functional assessment of behaviour based on themes and trends that have been evidenced from daily records and how this is communicated.</p>   | 20% | 2 |
| 5 |  | Social Value: Meaningful activities | <p>Please describe how your service ensures that individuals can be supported to do activities that are meaningful for them? (you may use a case study example if you feel that this reinforces your response and evidences what you have learnt from your approach)</p>  | 15% | 2 |
| 6 |  | Social Value: Wider community       | <p>Describe what wider social value you will bring to this contract</p>   | 15% | 2 |