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To: Supporting People Commissioning Body 28 January 2014

Subject: Home Improvement Agency (HIA) Tender - Evaluations

Classification: Unrestricted

Summary

This paper summarises feedback received as a result of a review of the Home Improvement Agencies (HIA) Tender and Tender Evaluation process and captures 'Lessons Learnt' to inform future commissioning plans.

Recommendations;

The Commissioning Body is asked to note:

- 1 The outcome of this evaluation report and ensure future commissioning reflects the 'Lessons Learnt'.

1. Introduction

- (1) Following the final award of contracts for Home Improvement Agencies and Handyperson Services which began on 1 October 2012, a review of the tender process was conducted during the period July – October 2013.
- (2) As a standard step the outcome of this exercise was to capture 'lessons learnt' which would inform future commissioning.

2. Context

- (1) A questionnaire was circulated to all members of the Core Strategy Group inviting feedback on their involvement in different aspects of the re-tendering process at various stages.
- (2) Members of the tender evaluation panel attended a meeting to review their involvement in that process.

3. Feedback from the Core Strategy Group

- (1) One district council returned a completed questionnaire to the Supporting People inbox.
- (2) Findings were as follows:
 - Lack of feedback to comments regarding the service specification
 - Confusion related to the inclusion of the Disabled Facilities Grant work.
 - Lack of clarity around the framework agreement.

- (3) The respondent stated that any future process should be simpler, more transparent and details clarified before the tender is advertised.
- (4) At the December 2013 meeting further suggestions were made by Core Strategy Group regarding the information in the public domain available to potential bidders prior to tender.

4. Lessons Learnt (Tender Process)

- (1) As a result of this feedback Commissioned Services would in future adopt the following approach:
 - Provide the Core Strategy Group with a written consultation plan and timetable
 - A consultation report that:
 - Confirms the final service specification
 - Clarifies how the consultation has influenced the outcome
 - Provide the Core Strategy Group with a written procurement plan with timetable prior to advertising the tender, where possible.
 - Re-evaluate the details available to potential bidders prior to tendering.

5. Feedback from the Evaluation Panel members

- (1) Discussions identified aspects of the process that worked well together with aspects of the process that worked less well, as follows:
 - Evaluators worked well as a group, meetings diarised in advance, training was sufficient and overall most technological aspects worked well.
 - There were issues with communication and a lack of consistency in comments made from the Commissioning Team , possibly due to the organisation's restructure, a range of procurement advice obtained and technical problems in the room used for the moderation scoring.

6. Lessons Learnt (Tender Evaluation)

- (1) The group reflected on their experiences and made the following suggestions to improve the process:
 - Develop and implement a communication strategy for each cohort
 - Ensure all knowledge is shared within a broad based team
 - Identify appropriate evaluators with specialist knowledge as soon as possible
 - Invite the Core Strategy Group to nominate individuals to be involved in future commissioning processes
 - The Core Strategy Group to identify a representative to be the lead for all twelve districts in each commissioning exercise with responsibility for helping with communication to all members of the Core Strategy Group
 - Guidance document to be published and distributed before evaluation process starts
 - Ensure appropriate time is allocated in the procurement plan to agree the evaluation guidance

- All evaluators to sign a confidentiality agreement
- Ensure the meeting room for the moderation scoring has all technological requirements
- Ensure all queries and scores are resolved prior to the evaluation period being concluded at the moderation meeting.
- Ensure time frame is appropriate and communicate reasons for any delays
- Interview bidders face to face, where appropriate.

7. Conclusion

- (1) A procurement of the Home Improvements Agencies was a complex exercise undertaken during a difficult period of change.
- (2) It was agreed that improvements in communication will result in better understanding and interpretation of information.
- (3) All involved have enhanced their own learning and development. The 'Lessons Learnt' will ensure the continuous improvement of future commissioning processes.

Recommendations;

The Commissioning Body is asked to note:

- 1 The outcome of this evaluation report and ensure future commissioning reflects the 'Lessons Learnt'.

Background Documents

None

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