

Award Criteria and Quality Questions

1.1 Award Criteria

The quality and pricing components of tender responses will be evaluated using the following award criteria:

Section	Word Count	Weighting	Minimum score needed
Question 1: Service Delivery Model	1000	20%	3
Question 2: Partnership	1000	10%	2
Question 3: Quality Assurance	1000	20%	2
Question 4: Workforce	1000	20%	3
Question 5: Outcomes	1000	20%	2
Question 6: Social Value	500	10%	2
Total		100%	

The minimum required score to meet the Quality Threshold for this Contract is 60% overall.

These weightings will not change during the process.

Notwithstanding these weightings it should be noted that some of the questions may be classified as Mandatory with minimum scores being required to be achieved, and failure to provide the appropriate response will result in the tender's disqualification.

1.2 How to Answer Award Questions

Potential Providers are required to answer ALL questions in Part 3 (Tender Response) of this document. Potential Providers may attach additional documentation where so advised. Where you are able and where appropriate, please attach additional documentation or evidence to demonstrate your capability.

Important Note: Potential Providers are required to address ALL the requirements specified in the service specification with details of how each requirement is met. Responses such as “noted”, “agreed”, “compliant” or similar do not provide sufficient information to form a reasoned evaluation of the proposed solution and consequently will be marked as non-compliant.

1.3 Scoring Method for Award Questions

Award questions will be scored using the following 0 – 4 scoring method:

0	Unacceptable - Nil or inadequate response. Fails to demonstrate an ability to meet any of the requirements. Does not have any understanding of the need.
1	Poor – The response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.
2	Acceptable – The response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.

3	Good – Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.
4	Excellent – Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.

All scores awarded for quality questions are then weighted (see ‘Award Criteria’ above). Potential Providers will be awarded a weighted score out of 100% for Quality and must be awarded a total weighted score of at least 60% for their response to all sections combined in order to progress to the final stage of evaluation (i.e. evaluation of Lowest Price).

Important Note: Where Tenderers are required to address ALL the requirements specified in the Service Specification with details of how each requirement is met. Responses such as “noted”, “agreed”, “compliant” or similar do not provide sufficient information to form a reasoned evaluation of the proposed solution and consequently will be marked as non-compliant.

1.4 Scoring Method for Pricing

The Hourly Price submitted by Tenderers within Appendix C: Pricing is used to calculate the highest ranking bid. Tenderers that meet the minimum 60% quality threshold will be evaluated on an hourly price. For example, where 10 providers meet the minimum 60% quality threshold but only 6 providers are required the 6 providers submitting the lowest hourly price will be awarded a Contract.

1.0	Service Delivery Model	1000 words	20%
<p>How will you manage and promote the sustainability of your Service to ensure a timely person centred approach that minimises risk of loss of data or Service? Your response should demonstrate the following:</p> <ul style="list-style-type: none"> • Please describe the service model you will deliver in Kent, based on your understanding of the service specification, with consideration to: <ul style="list-style-type: none"> ○ How you will deliver the range of services specified and working with vulnerable adults from a range of backgrounds and support needs. ○ Deliver flexible care and support to reflect the needs of each individual ○ Ensure a person-centred approach and delivery of service ○ Develop care and support plans for emergency short and long-term services ○ Identify safe systems for ongoing independence ○ Maximise prevention, enablement, re-ablement and longer-term recovery/promotion of independence ○ Roles and responsibilities ○ Demand and Business Growth management ○ IT/assistive technology solutions to deliver service delivery ○ Delivery of Key Performance Indicators • You may also present a diagrammatic illustration of your delivery model in addition to the 			

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1000 word (max) response			
2.0	Partnership Working with the Council, Health Agencies or other providers	1000 words	10%
<p>Please detail the model you will employ to work in partnership with other Providers, charities and Health partners to deliver the services as described in the specification.</p> <p>Your response should demonstrate the following:</p> <ul style="list-style-type: none"> • Please describe how you will work effectively in collaboration with Kent County Council, your partners, other referring agencies, public bodies, and people supported through this contract using examples as appropriate. • Please describe how you will work in partnership with a wide range of stakeholders, demonstrating: <ul style="list-style-type: none"> ○ Delivery of Key Performance Indicators ○ Range of stakeholders ○ Approaches to engaging with and involving diverse and appropriate partnerships ○ Clarity of roles and responsibilities ○ Decision making processes, which are fair, transparent and accountable ○ How a partnership approach will achieve positive outcomes for the service ○ How you will work with your partners and commissioners ○ How you will contract manage and support sustainability of your partners (if applicable) 			
3.0	Quality Assurance	1000 Words	20%
<p>How will you measure the effectiveness and quality of the service and strive for continuous improvement through the life of the Contract?</p> <p>Your response should demonstrate the following:</p> <ul style="list-style-type: none"> • Ensure the safeguarding and risk management requirements outlined in the specification will be met • Involve and gain feedback from the people you will provide a service to. • Involve and gain feedback from other stakeholders (for example families, carers and advocates) • Comply with statutory and legal obligations • What Performance/Quality Monitoring systems you will use • What actions you will take to improve the performance and quality of the service 			
4.0	Workforce	1000 Words	20%
<p>Please describe your plans for developing skills and competencies for all staff, including volunteers, involved in the Service. Please make specific reference to your recruitment and retention policies.</p> <p>Your response should demonstrate the following:</p> <ul style="list-style-type: none"> • Your approach to recruiting staff to deliver the service, including safer recruitment • How you intend to maintain a workforce of suitably trained staff to meet the requirements and demands of the service • What procedures you will have in place regarding staff supervision and performance • How you identify, deliver and embed in practise training to enable all your staff in their role • How you will ensure compliance with workforce regulations 			

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<ul style="list-style-type: none"> • How you will ensure that your organisation has met the outcomes of people receiving support in a way that maintains their independence and offers choice, dignity and respect. 			
5.0	Outcomes	1000 Words	20%
<p>How will you robustly monitor and review your Service to ensure the support delivered is flexible and outcome-focused as outlined in the Specification?</p> <p>Your response should demonstrate the following:</p> <ul style="list-style-type: none"> • Monitor and review the progress of the people you will provide a service to and agreed outcomes • Ongoing review of a person's support plan to ensure it is relevant and can be flexible to any changes in need • Ensure the person is safe and care and support focuses on maximising their independence • Demonstrate how you have improved social inclusion and community engagement for people to whom you have provided services • Demonstrate how you will take the views of the people you support through this contract to improve their experience and the overall service provision. • Give an example of how this has been done with the same or similar services your organisation has provided, describing the methodology you used to obtain feedback and the steps you took to proactively engage and involve people. <p>Your response should include how you will achieve the outcomes associated with:</p> <ul style="list-style-type: none"> • Improved Health and Wellbeing • Enhancing quality of life • Promoting Independence • Ensuring a positive experience of care and support • Personal Dignity • Exercising Choice and Control 			
6.0	Social Value	500 Words	10%
<p>How will the delivery of this service by your organisation contribute to wider social value within Kent communities?</p> <p>Your response should demonstrate the following:</p> <ul style="list-style-type: none"> • Please describe any added social value you can offer as part of your bid • Please describe any social value related activities you propose to undertake, as described in the Service Specification, including: <ul style="list-style-type: none"> ○ Local Employment ○ Buy Kent First ○ Community development – awareness raising ○ Responsible employer – retention, career pathways, development opportunities ○ Green and sustainable communities 			