CLARIFICATIONS

Supported Living Services and Semi Independent Living Services

11th July 2016

	QUESTION	RESPONSE
1.	Should bidders go ahead with answering the online questions or should this be done after the training?	We would recommend you complete the Accreditation and Enrolment before training. The training that will be offered around the system go live will demonstrate how to use the system to contract, not how to complete the application so we would advise having the application completed before this so you can focus wholly on the training.
2.	Is there a deadline to complete the accreditation/application	This initial process closes on the 15th August 2016, however the DPS is open for new applications through the life of the contract, 2 years with possible further extension for 2 years.
3.	Technical and Professional Ability Question 30 – Are we able to use Haringey Council as one of our contract references?	If you currently deliver services to Haringey Council, you may be able to name Haringey Council as one of your references.
4.	We are finding the portal challenging to understand, and in order to ensure we complete all the necessary requirements for this tender application, are you able to provide a complete list of the documents we are supposed to read, complete and return.	The documents to read are: **Entry Guide Part 1**- This document is like a typical Pre Qualify Questionnaire, you will need to complete this on line. It also include Experience Questions where you will need to demonstrate you experience of service delivery **Entry Guide Part 2**- This is a guidance document, detailing the process of Dynamic Purchasing System. **Supplier Agreement & Specification** – 2 Documents have been embedded into 1 here. The Supplier agreement is the terms and conditional of

		contract and the latter pages details the service specification.
5.	Is there a submission deadline or does the DPS stay open for applications?	This initial process closes on the 15th August 2016, however the DPS is open for new applications through the life of the contract, 2 years with possible further extension for 2 years

The documents required as part of the Criteria are:

Insurance Schedule – evidence of Employers Liability, Public Liability and Professional Indemnity Insurance

Contract Details – a template to be downloaded from the Enrolment, complete and re-uploaded.

Declaration Statement – a template to be downloaded from the Enrolment, signed and re-uploaded.

Health and Safety Policy – either your policy or confirmation that you will sign up to the Council's policy.

Safeguarding Policy – your safeguarding policy.

Method Statements – in relation to the relevant questions.

CQC Certificate – Mandatory for Supported living, optional for Semi-Independent Living.

Self-Cleaning Documentation – if there are any convictions/violations/offences as outlined in the questions, you may wish to provide a document to outline the details and the actions of your organisation since. All self-cleaning documentation is optional. |

6.	Can I confirm that only providers with care homes in the Borough need to be CQC registered?	Supported Living Service providers in or outside of the borough will need to be CQC registered.
7.	I have the supplier agreement with the specification however are there any instruction documents for the opportunity?	There is a User Guide available on the Demand Site (http://demand.sproc.net) which outlines the application process using step by step screen shots.
8.	Are there any word limits for method statements and can we include pictures/diagrams	There is no limit for method statement responses.
9.	Our organisation already went through accreditation process and a registered on the SProc, a provider to a different London Borough; do we need to re-register via SProc for London Borough of Haringey Council?	You will need to complete the application process on SProc.Net specifically for London Borough of Haringey as the entry criteria is different. Where any questions are included in both criteria, your response from your application to the other Borough will be automatically populated.
10.	If we want to apply for multiple user groups (Learning Disabilities, Physical Disabilities and Mental Health) do we need to answer the questions multiple times or is one submission sufficient?	You can apply for multiple user groups, you need not answer multiple times but reflect the user groups in your examples and response. As part of the Enrolment you will also sign up to Service Categories which will allow the system to tailor which notification you receive and ensure you only receive notifications about opportunities which you may be able to fulfil.
11.	We have never needed to complete the European Procurement Document in the past – is this a requirement for us to be part of the framework in Haringey?	The European Single Procurement Document (ESPD) is not mandatory, however some providers may have previously complete the document therefore can upload this document as part of the Enrolment instead of answering the relevant questions. Please note, even if you have completed the ESPD, you will still need to respond to other questions in the Enrolment criteria. Any that do not require a response based on your completion of the ESPD will be greyed out.

12.	The Contract Notice advises that this DPS may be accessed by a number of other local authorities, will they also have separate tendering rounds for their respective Semi Independent /Supported Living Services, or will they be covered by this tendering round?	The DPS may be accessible to named authorities on the Contract Notice, please note that individual boroughs may require additional validation.
13.	What the maximum amount of young people allowed in 1 shared accommodation?	1 person per room is the maximum allowed in a shared accommodation.

1st August 2016

	QUESTION	RESPONSE
1.	The Contract Notice advises that the contract is not divided into LOTS, however, other documentation advises that organisations can choose to deliver provision across a variety of service categories, please can you clarify	There are no lots however service has varied level of needs which has been classified into ranges of support hours for individual needs.
2.	Can you advise whether the Substance Misuse categories include Mental Health?	Substance Misuse is a stand-alone service category under the Supported Living Service
3.	Differentiates between support and care. Please could you define what you mean by support and care in this instance? Describe your experience of providing/delivering effective and high quality Supported Living Service. In your response please reflect on: i. Description of the approach and methodology you used in delivery of the objectives, outcomes, core values and principles for the services.	The provision of service that is of personal needs such as giving medication, helping service users to dress, personal care etc. is care. Helping and supporting with tenancy, giving advice and shopping is support.

	ii. What changes and arrangements did you put in place to ensure delivery of the care, support and accommodation requirements specified for clients iii. If you offer both support and care, please describe instances of how you managed situations where the support or care provision had to change and be offered by a different provider?	
4.	The Semi Independent Living documentation seems to suggest that Haringey will be purchasing individual placements for the care leavers as and when accommodation is needed, and not tendering a contract to deliver x number of units over x years for a specified contract value. Is this correct? Will this be the same for supported living services too?	This is not a traditional tender exercise but setting up a Dynamic Purchasing System where approved suppliers from this process will be contacted to deliver services as and when an individual need is identified and the Council requires services within Semi Independent and Supported Living Services.
	Supported Living DPS is due to close on 15th August, but states that providers can join at any stage. Please can you confirm if it will be closed for a certain time while they evaluate those that submit by the 15th and if so, when it will be reopened? Or would we, for example, still be able to submit our response on 16th August? Following the 15th August initial deadline, how frequently will the applications be reviewed? We cannot find a messaging facility on the portal. Is there a specific method of asking clarification questions on the portal or do we do this via email	There is no deadline for submission. The system will be going live on 15th August 2016 meaning that, from this date, care for all new clients will be sourced through SProc.Net using the DPS. If you are an existing provider to the Council we would strongly recommend you are enrolled on the system by the 15th as this is the date from which payment for all packages will be through the system. You cannot raise clarification questions through the system; in order to raise a clarification question you can email CPUTenders@haringey.gov.uk or supplier.engagement@useadam.co.uk. All questions and responses will be published on http://demand.sproc.net and providers will be made aware when clarification questions have been published.

3rd October 2016

	QUESTION	RESPONSE
1.	Section 1.7 - Outcomes Framework - Service Providers will adopt the "outcomes star – the star for people with housing and other needs" as an outcomes framework to measure and monitor young people's outcomes whilst in supported housing. The outcomes star will cover 11 outcome areas. Should we devise a proforma to cover the 11 outcome areas, or is there a council proforma we should adopt?	Providers can devise a proforma to collate the 11 outcome area and record activities against each in line with organisational procedures.
2.	Key Worker REPORTS - The named Key worker shall provide comprehensive reports detailing the time limited objectives outlined in the Young Person's Pathway Plan and the progress that has been made within the report period. Again, should we devise proforma to cover the regular feedback to the council, or is there a preferred format we should adopt?	There is no preferred format currently set out; therefore Providers can devise a proforma to collate the 11 outcome area and record activities against each in line with organisational procedures.
3.	Section 34.2 – Quarterly Monitoring Meetings - The Service Provider shall complete and provide a copy of the Monitoring Return Form (to the Council on a quarterly basis to ensure the young people's outcomes are being met. Will we be provided with the template or monitoring return form?	The Council will be provide Quarterly Monitoring forms.

| | Or are we expected to devise this? | |