

## COMMISSIONING FOR HOME SUPPORT AND REABLEMENT SERVICES (PHASE 2)

### Questions and answers from Market Engagement Event held on 6<sup>th</sup> August 2020.

S N	Questions	Answers
1	How does one register for Haringey's DPS please?	Please see presentation slides 38 to 40
2	How would you guarantee volume?	<p>Each contract/bundle will have a range of hours – minimum (i.e. hours the council will pay for) and maximum hours available for the contract.</p> <p>Through our package allocation system, we will ensure that providers for each of the contracts are offered at least the minimum number of hours required for the contract, throughout each year of the contract. The onus will be on the Service Providers to accept those hours.</p> <p>Breakdown of minimum and maximum available hours and other information will be on the Requirement document.</p>
3	What if a provider is newly registered and has not been rated, would the provider's tender be considered?	<p>For Bundled Hours, only Service Providers with a CQC rating of Good or Outstanding will be able to submit offer(s).</p> <p>The Council shall continue to put through other, non-bundled hours Requirements through DPS which newly registered Providers can apply for.</p>
4	Putting turnover threshold limits the chances of small providers. How do you handle this please?	<p>The contracts for Bundled Hours are relatively significant in terms of value and risk.</p> <p>Therefore, the turnover assessment has been included to ensure that Service Providers applying for the Bundle Hours contracts has the financial capability and capacity to deliver the contract which will enable the Council to mitigate financial risks to both the Council and the Service Provider.</p> <p>The Council shall continue to put a proportion of non-bundled hours through DPS which Providers can apply for.</p>

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5	Would you forward these slides at the end of the meeting?	Yes, the presentation slides and question & answers will be e-mailed to all attendees. Also, it will be uploaded onto the DPS demand site.
6	How many areas can providers go for?	Providers can bid for more than one locality and/or bundles.  Furthermore, all providers are eligible to bid, regardless of whether or not they submitted a bid in the previous bundled hours tender
7	I was told only the registered providers on Haringey DPS can register for the bid training.	Yes, the Bid Writing workshop (training) is only open to providers who are currently providing or interested in delivering the Home Support and Reablement services to Haringey residence.  The Council is using the DPS to commission these services and therefore, we expect organisations interested in delivering these service to complete their accreditation and enrolment on DPS in order to access the training.
8	How many care providers will be awarded the bundled hours contract? And how many providers per each location please?	This information will be included in Requirement (tender) documents.
9	How are you making provision for people who have specialised needs, for example, Visual Impairments to other disabilities in these bundles? Can a specialised organisation apply to give VI support in Home Support across all the areas?	Each provider will need to support the full range of Service user group and needs.  Yes, specialist providers can bid as long as they can demonstrate they can meet the broader requirements of the specification.  Other non- bundled hours, home support and/or reablement packages will continue to go through DPS and if in exceptional situations we need a specialist provider, we will continue to use DPS to find those.
10	How would a small and specialist (specific culture provider) be able to have a chance in procuring these contract?	Each provider will need to support the full range of Service user group and needs.  Yes, specialist providers can bid as long as they can demonstrate they can meet the broader requirements of the specification.

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		Other non-bundled hours home support and/or reablement packages will continue to go through DPS and if in exceptional situations we need a specialist provider, we will continue to use DPS to find those.
11	We have submitted a new enrolment but could not see the bundled hours. What shall we do?	Please contact us via <a href="mailto:DPS-Enquiries@haringey.gov.uk">DPS-Enquiries@haringey.gov.uk</a> stating the company name and enrolment number and we will investigate further.
12	Currently we are finding it difficult to pick up packages on DPS due to lack of information (I am presuming it is related to GDPR)	<p>In all Requirements, service users' names are anonymised, however if you need more information on the levels and types of care required use the messaging function at the bottom of the requirement.</p> <p>Please note, when requesting clarification and/or additional information use the 'Message' function. Please, <b>Do Not</b> include your name, organisation name or any information which is confidential/commercially sensitive in nature.</p>
13	Strength Based Support Plans. Does this work with Care Workers? It appears this can work for Social Workers who are not placed on Time-Task restriction. Can this be explained vis-a-vis Care workers who are allocated 30 minutes to support a client who would like to walk to a nearby shop.	<p>The New care model will give flexibility as it moves from time and task.</p> <p>Providers will receive indicative hours per week and it will be down to providers to work out how they will deliver service with the service user and their families. This model provides better opportunity to work with residents and for the provider to deliver a less restrictive approach and be more flexible when supporting the service user to achieve their outcomes.</p> <p>This is a real change for everybody and provides the opportunity to work more closely together.</p>
14	<p>You mentioned in the slide that there is only two service agreement signed i.e West and East locality.</p> <p>You mentioned before there was three successful organisations. Is there a change in that</p>	<p>Yes, originally 3 providers were successful but only 2 providers accepted the Service Agreement. The Provider successful in locality Central Haringey withdrew their offer.</p> <p>The hours in Central locality will be part of phase 2 tender.</p>

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15	What is happening with the Central locality?	This will go out in Phase 2 tender. For next tender we will go out for 3 localities.
16	How many providers you are looking for each locality?	This information will be included in Requirement (tender) documents.
17	The turnover threshold is still a big one as new providers are clearly shut out.	See response to question 4 above
18	Did you provide feedback on bids to all unsuccessful providers from round 1	Yes, detailed feedback was provided via DPS however, some providers unable to review as they were unfamiliar with the system. Providers can submit a request to DPS enquires and we will provide details of how to access this information.
19	Just to clarify with the new DPS, should we create new enrolments for all locations as well as for the bundled hours.	Yes, once the OJEU notice has been published and we have established the new DPS you will need to re-enrol and confirm which service categories you want. This will include bundled hours if you want to see these requirements when they come out.
20	New providers that are not yet rated, what are their chances? Can they still tender?	For Bundle Hours, the Service Providers with CQC rating of Good or Outstanding will be able to submit offer(s).  The Council shall continue to put a proportion of hours through DPS which newly registered Providers can apply for.
21	What about Providers rated 'requires improvement?'	For Bundle Hours, the Service Providers with CQC rating of Good or Outstanding will be able to submit offer(s).  The Service Providers will not be able to bid for this tender. However, the Providers can still register and if there rating changes while Requirements are open to submit Offers, they will be able to submit their bid for Bundled Hours.
22	Currently the competition on rates on the DPS is very high. Usually bids above £14 are not successful. Will the new DPS put a minimum limit on the rate providers can bid to avoid such competition and to ensure the	In new DPS there will be no minimum limit on the rate providers can bid for.  Service Providers are expected to price the Service(s) in the manner they best see fit, ensuring that all costs are incorporated, taking into account value for money.

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	London Minimum living wage is paid?	Furthermore, the Council reserves the right to clarify and reject offer(s) which it deems to be abnormally low
23	I am new to this system, who can I contact for clarification on the bundle hours, DPS etc	<p>For DPS support, please see presentation slide 40.</p> <p>Any queries relating to Bundled Hours or Home Support and Reablement Service in general, please refer your query to the following email address: <a href="mailto:cputenders@haringey.gov.uk">cputenders@haringey.gov.uk</a>.</p> <p>Please note, once the Requirement (tender) for bundled hours goes live, you will be required to use the 'Message' function at the bottom of the relevant Requirement for clarification.</p>
24	What will happen if the agencies within the locality have different pricing?	All tenders/Offer will be evaluated in line with the evaluation criteria published as part of the Requirement document.
25	What will happen, if there are 4 or 5 providers in one locality bidding for one bundle how do you determine the price so no one under cuts the rest.	<p>Service Providers are expected to price the Service(s) in the manner they best see fit, ensuring that all costs are incorporated and taking into account value for money.</p> <p>All tenders/Offer will be evaluated in line with the evaluation criteria published as part of the Requirement document.</p> <p>Where price/rates appear to be abnormally low, the Council shall enquire into its feasibility with the Provider(s) and reserves right to reject offers, where the evidence provided does not satisfactorily account for the price offered.</p>