

MUNICIPAL YEAR 2009/2010

MEETING TITLE AND DATE:
Adult Social Services Scrutiny
Panel – 23 March 2010

BRIEFING PAPER OF:
Service Manager
Procurement - Health &
Adult Social Care

Agenda – Part 1

Item: 3

Subject: Homecare Contract

Wards: All

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1. SUMMARY

- 1.1 At the last Scrutiny Panel meeting on 12.1.10 a position statement was provided on the re-tendering process and to share developments on service design and tender evaluation.
- 1.2 At that point in time, officers were at the closing stages of evaluating pre-qualification submissions from interested organisations in order to determine a shortlist of organisations that passed the criteria to be invited to tender.
- 1.3 This briefing paper has been prepared at the Scrutiny Panel's request to provide the latest position on the tendering process.

2. RECOMMENDATIONS

- 2.1 The Scrutiny Panel are asked to note the contents of this briefing paper.

3. BACKGROUND

3.1 Previous briefing notes to the Scrutiny Panel have described the current contractual arrangements for externally purchased services, set out the national and local policies driving Transformational Change within Health and Adult Social Care and given details of the extensive work carried out to prepare for and to carry out service re-tendering.

3.2 The last briefing paper to the Scrutiny Panel described the procurement process to be employed for the tendering of the new contracts; a two-stage process, where a selection or short-list is made from amongst the interested parties which it is felt most suitably meet the evaluation criteria for award of contract. The process is summarised below:

Stage 1 Pre-Qualification:

An evaluation of the interested organisation's financial & economic standing and its technical capacity to provide the commissioned services.

Stage 2 Invitation To Tender:

Short-listed organisations passing the PQQ stage are formally invited to tender for the contract(s).

3.3 Of the 82 local and national organisations that expressed an interest in the new contracts, a total of 47 organisations returned completed pre-qualification questionnaires (PQQ). The evaluation was carried out by experienced Enfield Council homecare managers, commissioning managers and colleagues within the Corporate Finance and Corporate Procurement functions. In order to proceed to the next stage of the process and be invited to tender, organisations were required to pass these financial and quality tests. A total of 16 organisations met these criteria and were shortlisted to be invited to tender. The shortlist was comprised of multinational organisations, Enfield small and medium size enterprises and third sector organisations.

3.4 Tenderers were advised that that their bids would be measured against an evaluation criteria of Price (30%) and Quality (70%) This weighting responds to the nature of this highly personal service, which is provided directly in the homes of some of the most potentially vulnerable members of our local community. It also reflects the extensive work by the Council's Scrutiny function in previous years and Members desire to ensure that the weighting favours quality issues as being of paramount importance in this vital service area.

3.5 Of the 16 organisations invited to tender, a total of 14 returned completed tender documentation by the deadline. For consistency. tender evaluation was carried out by the same team that evaluated at PQQ stage, supported by additional staff. Tenderers were required to submit their tendered rates and to complete a technical questionnaire

which was designed to satisfy evaluating officers that the tenderers have demonstrated a clear understanding of the service specification that they possess the technical ability, capacity and the management controls to carry out the contracts efficiently and cost-effectively.

3.6 Current customers have provided a key role in framing the twenty questions within the technical questionnaire and provided model answers for two key questions. Areas evaluated and scored on included:

- quality assurance and control
- tenderers proposed operational structure and implementation of the contract(s)
- workforce development and retention
- risk management and business continuity
- how they will provide personalised outcome focussed services
- self management and monitoring of high quality, safe services
- complaints management and how the learning from complaints is acted on

3.7 Additionally, during the tendering period, a workshop was held with current customers and their carers invited, in order to take account of their experiences of receiving services and their suggestions on how services could be improved. Representatives from the tendering organisations joined the workshop also to listen to and to take account of customer's requirements and aspirations of what constitutes an ideal service. Commitment has been given to these customers to maintain these engagement events post award of contract which can link into customer satisfaction feedback and contract monitoring activities.

3.8 The evaluation process has now been completed and tenderers have been subject to a comprehensive evaluation procedure. The tender project group has recommended organisations for award of contract, that have demonstrated the ability to meet or exceed all of the evaluation requirements and comply with the requirements of the service specification. This information is contained within a report to be presented at the Cabinet Meeting on 24.3.2010 where Members will be requested to approve the recommendations. However, given the confidential contractual related information, officers are unable to disclose these recommendations at this time.

3.9 Officers have sought to commission and procure an affordable high quality service that will meet the aspirations of all local people, whether Council or self funded, that takes account of Transformational Change within Health and Adult Social Care and that seeks to deliver sustainable outcomes and value for money. The Commissioning and Procurement strategy has sought to :

- ensure that the service meets all needs of all customers and is fit for purpose
- aggregate and reduce the existing number of contracts/providers
- reduce cost and maintain quality
- develop and promote re-ablement as a key feature of the service
- adopt a highly consultative approach with key stakeholders
- engage with customers and their carers at key stages of the procurement process
- consider umbrella/consortia approaches that support the development of a mixed economy of providers
- ensure equalities and diversity are integral throughout the process

3.10 Future updates on new service implementation, performance and developments can be made available to the Scrutiny Panel on request.

End of Report