

Call- In of Report - re Prevention & Early Intervention Contract Awards

Question 1

The outcome from this procurement has caused concern from Enfield's Voluntary Sector who are a major council partner. There are anxieties that the process was not done fairly or accurately

Response

A transparent, open and legally compliant tender process has been completed to select VCS partners. Selection of the successful partners was completed diligently and accurately.

Some of the details of the tender process include:

- The Council engaged with the market as part of the tender process.
- Prior to commencement of the formal tender process, the Council consulted with VCS organisations to develop the six outcomes that formed the six lots within the tender. The outputs from these discussions were used to inform the development of the service specifications.
- The voluntary sector was notified in advance of the tender being published on the London Tenders Portal (LTP).
- As part of the tender process the Council ran two days of training for the VCS sector on the e-tendering process. This was targeted at all VCS organisations and covered how to use the LTP, submit the first stage SQ and the second stage ITT if shortlisted. The training also included simple practical advice such as the initial registering and log in procedures and how to upload their submissions for both the SQ and the ITT. All clarification questions sent to the LTP from the bidders for both the first stage SQ and the second Stage ITT were fully responded to in a timely manner with all questioned answered.
- All bids submitted were evaluated and scored according to the ITT.
- The evaluation panel officers all had relevant experience, knowledge and a clear understanding of the required service delivery.
- All tenderers were invited to take part in a presentation and clarification session where bidders had a chance to talk through their bids and experience.

Question 2

The bids from consortiums include the names of the organisations that form part of them but Community Barnet does not provide the names of any partners or sub- contractors that they might use in order to deliver the services. It is thought that they will be using other bodies in order to deliver services it is crucial that we are aware of any bodies helping to deliver services to vulnerable people in our borough.

Response

In their ITT response, Community Barnet named the seven organisations that would support them in the delivery of the service (delivering approximately 60% of the resource hours each week), those organisations being:

Age UK

Chinese Mental Health Association

Enfield CAB

Enfield Voluntary Action

Healthwatch Enfield

Homeless Resource Centre

Mind in Enfield

Question 3

Given the nature of the service provision it is important that we know and are confident in any sub-contractors working for Community Barnet but at the moment we do not know who they will be

Response

See response to question 2. Community Barnet advise us that, to date, [five] of the seven organisations have confirmed that they will work with Community Barnet in the event they are appointed to deliver the service. One organisation has said that they will not confirm their participation until the procurement process has formally concluded.

Question 4

There does not seem to be any detail in the report how success in the delivery of services is to be measured.

Response

Each of the service specifications for the six contracts is based on outcomes or the positive impact of the service on people accessing those services or their carers/family members. A list of outcomes is provided within the specifications together with a list of activities which the Council considers will contribute towards those outcomes. Each organization/consortium was asked to demonstrate how they would meet these outcomes as part of their submission and to further expand on this at the clarification interview to which they were invited

Across all six lots and all successful providers, performance measures will be formally agreed in partnership with the successful awardee and the Local Authority.

The contractual arrangements are outcome based and developing performance measures during or following contract award is not unusual.

Question 5

In para 2.5 of the report it states, “to set aside funds to support the above and enable a time limited grants programme, to support VSC organisations to support self-sustaining projects”. There is not enough detail on how to measure the success of what the money has been allocated for. There are not targets or timescales.

Response

The details have yet to be drawn up. However it is intended that a small grants programme with time limited funds will enable VSC organisations the opportunity to develop projects which have the potential to be self-sustaining and particularly focus on providing preventative service models.

Question 6

In summary there is no detail as to how the money is to be divided between organisations, what it is to be used for and how the outcomes from the funding will be measured.

Response

This has yet to be determined.