

Time Square
Market Street
Bracknell
Berkshire
RG12 1JD
Tel: (01344) 352000
www.bracknell-forest.gov.uk



INVITATION TO TENDER (ITT)

For the provision of

A CARERS SUPPORT SERVICE

January 2020

COMPLETED BY

| | |
|---------------------|------------------------|
| ORGANISATION | [Tenderer to complete] |
| NAME | [Tenderer to complete] |
| DATE | [Tenderer to complete] |

TO BE COMPLETED AND RETURNED TO THE COUNCIL

This document contains **OFFICIAL-SENSITIVE** information once completed by the Tenderer.

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1 Introduction

1.1 Background

- 1.1.1 **Bracknell Forest Borough Council (BFBC or the Council)** is located in central Berkshire and was designated a New Town in 1949 but became a Unitary authority in April 1998.
- 1.1.2 Information on how the Council operates including details of Councillors, Council staff and departments and the constitution can be found on <https://www.bracknell-forest.gov.uk/council-and-democracy/how-council-works/councillors-and-full-council>
- 1.1.3 The Council's People Directorate is procuring the contract for the Carers Support Service according to the BFBC Procurement and Contract Rules and Procedures, in accordance with the Public Contract Regulations 2015.

1.2 Short Description

- 1.2.1 The Care Act 2014 requires local authorities to focus on the health and wellbeing of individuals (this includes people who care) rather than just their need for practical support. It highlights the importance of early intervention and prevention to reduce acute needs, putting people in control of their care and support. The Act makes the following provisions for carers:
- Carers having equal rights to care and support as the person they care for
 - Access to information, advice and preventative services
 - For local authorities to identify carers
 - Assessing the impact of the caring role on a person's health and wellbeing when they appear to have a need for support
 - Ensuring the needs of the whole family are considered
 - Personal budgets and direct payments for carers
 - The provision to potentially charge carers for carers services
 - Supporting young carers approaching adulthood and parent carers whose children are approaching the age of 18
 - The Advocacy for carers when there is no-one to help them express their views
 - Working in partnership and integrated care

The National Census in 2011 showed Bracknell Forest had 113,200 residents, of which 9,601 (8.5%) were unpaid carers. Of the carers in Bracknell Forest who identified themselves in the 2011 census 42% were male and 58% were female. Of these 458 (5%) carers in Bracknell Forest reported that they were in bad or very bad health. Currently 572 carers are supported by Bracknell Forest's carers support service (correct to the quarter 2 report 2019-2020), although not all of these are resident within the borough. Bracknell Forest Council supported 302 carers residing in the borough with carers assessments and/or reviews in 2018-2019.

1.3 Contract Term and Commencement

Any contract issued as a result of this ITT will be held with Bracknell-Forest Borough Council and will run for an initial term of two years, subject to satisfactory

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performance. The contract is expected to start on the 1st July 2020.

The term of the contract may be extended for two periods, each of which is up to one year. The extended period will be awarded subject to satisfactory performance, funding availability and mutual agreement between the parties.

1.4 Questions and Clarifications

- 1.4.1 All questions and clarifications relating to this ITT must be submitted through the South East Business Portal to the Primary Contact.
- 1.4.2 Public Contracts Regulations 2015 state that any additional information required by tenderers must be provided at least 6 days before the closing date of receipt of tenders. Therefore, BFBC requires that any clarification questions are received, via a portal message, no later than [REDACTED]
- 1.4.3 The Council will respond in writing to requests for clarification and will endeavour to answer questions as they are received during the tender period. The Council's responses (including a description of the enquiry but without identifying the source) will be published on the South East Business Portal, regularly throughout the tender process. Final response/s will be made in accordance with the above paragraph by [REDACTED].

1.5 TUPE

- 1.5.1 The provisions of the Transfer of Undertakings (Protection of Employment) Regulations may apply on expiry of the current contractual arrangements. The current contractor is:

The Ark Trust Ltd

- 1.5.2 Information on potential transferees provided by The Ark Trust Ltd is available via the messaging facility of South East Business Portal.

Please complete and sign:

- the Data Sharing Agreement - TUPE Information Agreement, attached as Schedule 5, and include a pdf of the signed copy in your email request
 - the TUPE Information Agreement – Confidentiality Agreement (Schedule A of Schedule 5), and include a pdf of the signed copy in your email request
- 1.5.3 **The Council will not be held responsible for the accuracy of the information provided and tenderers should contact the above contractor direct for further information.**

1.6 Project Schedule

- 1.6.1 The following is the proposed timetable for the procurement and implementation of Carers Support Service:

| | | | |
|---------------------------------------|--|--------|------------|
| Prior Information Notice published on | | Monday | [REDACTED] |
|---------------------------------------|--|--------|------------|

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| | | | |
|---|---------|-----------------------|--------------------------|
| Publish Invitation to Tender on South East Business Portal and Contracts finder | | Thursday | ██████████ |
| Final Questions from Tenderers | 12 noon | Wednesday | ██████████ |
| Issue Final Question & Answer Summary | | Tuesday | ██████████ |
| Deadline for submission of final tenders | 12 noon | Wednesday | ██████████ |
| Contract Evaluation Period | | ████████████████████ | |
| Supplier Presentations | | Tuesday Wednesday | ██████████ ██████████ |
| Director Approval and tenderers advised | | ████████████████████ | |
| Standstill Period | | Friday to Thursday | ██████████ ██████████ |
| Contract Award | | Tuesday | ██████████ |
| Mobilisation Period | | ████████████████████ | |
| Contract Start Date | | Wednesday | ██████████ |

2 Instructions to Tenderers

The **Appendices** attached to this document, or embedded within it, are for the **information** of tenderers.

The **Schedules** attached to this document, or embedded within it, are for **completion** by tenderers.

2.1 Selection Questionnaire

- 2.1.1 Please read through all the documents included in this pack, in particular the Specification.
- 2.1.2 **Please complete Schedule 1 - Selection Questionnaire.**
- 2.1.3 Please ensure that you include sufficient justification for any exception. If you do not pass the Selection Questionnaire, we will not be able to consider your full tender should you submit one.

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2.2 General Instructions

- 2.2.1 If, having completed the Selection Questionnaire you intend to quote for the Carers Support Service, please read through the following instructions carefully and prepare your tender accordingly.
- 2.2.2 The Council will not be responsible for any costs or expenses you incur in preparing or delivering or in the evaluation of the tender, nor with any costs or expenses incurred in the formation of a contract should you be successful.
- 2.2.3 You are deemed to have obtained at your own expense, all information necessary for the preparation of your tender.
- 2.2.4 Prior to the date for return of tenders, the Council may clarify, amend or add to the documentation. A copy of each such instruction will be issued by the Council to every tenderer through the South East Business Portal messaging facility and shall form part of the tender documentation. No amendment shall be made to the tender documentation unless it is the subject of such an instruction. You should promptly acknowledge receipt of such instructions.
- 2.2.5 Clarification questions on the invitation to tender documents must be made **in writing** through the South East Business Portal messaging facility after you have registered your interest. Questions will not be accepted after [REDACTED].
- 2.2.6 As soon as practical after receipt of any request for clarification, the Council will respond in writing to all tenderers through the South East Business Portal messaging facility except where the clarification has been identified by the tenderer, and subsequently agreed by the Council, as being commercially sensitive. The Council will not be bound to respond to any request for clarification of the Invitation to Tender which is received later than [REDACTED].
- 2.2.7 Only clarifications made in writing by the Council through the South East Business Portal messaging facility will form part of the Invitation to Tender documents.
- 2.2.8 All questions submitted to the Council in writing through the South East Business Portal messaging facility and answers, will be logged, summarised, and issued to all tenderers.
- 2.2.9 All information contained in the invitation to tender shall be treated as confidential except insofar as is necessary to be disclosed for the purposes of obtaining quotations essential for the preparation of your tender.

2.3 Submission of Tenders

- 2.3.1 The signed tender must be uploaded through the South East Business Portal by no later than [REDACTED]. When uploading your tender documents please ensure you allow sufficient time for the transaction to complete.

2.4 Tender Response

- 2.4.1 Your tender must contain the information called for in each Schedule:

- Selection Questionnaire (**Schedule 1**)
- Method Statement (**Schedule 2**)

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- Value for Money (**Schedule 3**)
- Data Protection Questionnaire (**Schedule 4**) completed, signed and dated.
- Data Processing Agreement – TUPE Information Agreement (**Schedule 5**) should be signed and returned as soon as possible if you wish to receive TUPE information from the current provider
- Additionally, the Reference Request Forms (**Schedule 6**) should be sent by you to your referees and must be returned by those referees directly to the Council.
- The completed Freedom of Information - Schedule of Reserved Information - see guidance attached at Appendix E (**Schedule 7**) should be signed, and dated.
- Tender Checklist (**Schedule 8**) must be completed and comments added as necessary.
- The Form of Tender statement (**Schedule 9**) completed, signed and dated.

2.4.2 You should complete your responses (in blue) into the attached Schedules and those embedded into this document. You may also submit additional documents cross referenced to the applicable section numbers of this Invitation to Tender. These documents should be listed in Schedule 4.

All sections must be responded to even if simply “Understood” or “Agreed”.

2.4.3 The Council has indicated a maximum number of words against some questions. The number indicated includes words in any charts, appendices and diagrams which are incorporated into the tenderer's response unless otherwise clearly indicated. In the event that the number of words is exceeded, the Council will only consider the first part of the tenderer's response up to the maximum allowed.

2.4.4 Tenders shall remain open for an initial acceptance for a minimum of 90 calendar days, although the Council may ask you to extend of the period of validity.

2.5 Tender Decline

If you decide not to respond to this ITT, please let the Council know in writing by using the South East Business Portal messaging facility as soon as possible, giving a brief reason.

2.6 Evaluation of Tenders

2.6.1 Suppliers must pass the Selection Questionnaire in Schedule 1.

2.6.2 Suppliers must be financially sound. We will seek copies of accounts and annual reports for larger contracts. Any new providers should be able to prove their financial stability.

2.6.3 The contract will be awarded on the basis of best quality and best value for the fixed price for the service, having regard to:

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- a. The **Quality** of the solution in terms of service delivery (60% of the total score) taking into account issues such as: quality, social value, and functional characteristics.
 - b. The **Value for Money** of the service, addressing best value for the fixed cost of this contract, and the needs of carers as stated in the Specification (40% of the total score). This is in place of a Pricing Schedule due to the contract price being fixed at £80,000 per annum.
- 2.6.4 The **Quality Score** will be calculated by assessing the answers to the questions in the Method Statement against the evaluation criteria set out in Appendix D.
- 2.6.5 The **Value for Money Score** will be calculated by assessing the answers to the questions in the Value for Money schedule against the evaluation criteria set out in Appendix D.
- 2.6.6 The **Quality Score** and **Value for Money Score** will be combined to give an Overall Score for each tender based on a mathematical formula taking into account the overall weightings allocated.
- 2.6.7 The Council's evaluation will include a tenderer's presentation to be held [REDACTED]. The Council will invite tenderers who have passed the selection questionnaire to deliver a presentation on the theme of improved outcomes for carers. The presentation will last one and a half hours (1 hour 30 minutes), we will expect up to 3 representatives of the tendering organisation to present; further instructions will be issued in an email invitation [REDACTED].
- 2.6.8 The headline **Quality** evaluation criteria are as follow:

| Criteria | % Marks | Weighting | Applicable Document(s) & Section(s) |
|---|----------------|------------------|--|
| Quality - Method Statement: | | | Schedule 2 |
| 1. Service Model | 10% | 6.0% | |
| 2. Mobilisation and Implementation | 8% | 4.5% | |
| 3. Partnership Working | 10% | 6.0% | |
| 4. Service Delivery | 22% | 13.5% | |
| 5. Management, Staffing, and Volunteers | 10% | 6.0% | |
| 6. Service User Focus | 30% | 18.0% | |
| 7. Presentation | 10% | 6.0% | |
| Total | 100% | 60% | |

- 2.6.9 Evaluation of **Value for Money** will be by using the evaluation spreadsheet, attached as Appendix D of this invitation to tender.

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| Criteria | % Marks | Weighting | Applicable Document(s) & Section(s) |
|---|-------------|------------|-------------------------------------|
| Value for Money: | | | Schedule 3 |
| 1.1 Cost breakdown – business costs | 25% | 10% | |
| 1.2 Cost breakdown – direct carer support | 25% | 10% | |
| 2. Sources of Additional Funding | 25% | 10% | |
| 3. Indicative Activity | 25% | 10% | |
| Total | 100% | 40% | |

2.6.10 The Council shall be under no obligation to award a contract for all or any part of the requirement set out in the Invitation to Tender, to any tenderer or at all.

2.7 Contract Award and Agreement Signature

2.7.1 For this procurement the Council is using Word documents to be signed electronically by each party for the Data Processing Agreement - TUPE Information Agreement, and additional Schedules.

2.7.2 The required steps will be as follows:

- 1) Where appropriate, documents requiring signatures may have an electronic signature added by an appropriate person.
- 2) When the documents are finalised, the final copies of the documents should be uploaded to Bracknell Forest Council's South East Business Portal
- 3) Once the Council has reached a firm decision in respect of contract award, all tenderers will be notified of that decision.
- 4) The successful tenderer will be required to sign Bracknell Forest Council's Contract Terms and Conditions.
- 5) In the event that a satisfactory conclusion with the successful tenderer cannot be agreed within one (1) month, the Council reserves the right to move to contract with the next ranking Tenderer.

2.8 Canvassing

Any contractor who directly or indirectly canvasses any member or official of the Council concerning the award of the contract for the provision of the Goods/Services, or who directly or indirectly obtains or attempts to obtain information from any such member or official concerning any other tender for the Goods/Service will be disqualified. If discovery occurs after the award of the contract, the Council shall then be entitled to summarily terminate the contract.

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2.9 Whistle blowing policy

Your attention is drawn to the Council's whistle blowing policy which can be found on the Council's website at:

<http://www.bracknell-forest.gov.uk/whistleblowingpolicyandprocedure>

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Appendix A – Terms and Conditions

Bracknell Forest Council's standard contract terms and conditions are attached as Appendix A. Where appropriate the standard Terms and Conditions have been amended for the specific purposes of this contract. Where other details are superseded by details in the Specification (Appendix C) this has been made clear in the Terms and Conditions.

Appendix B – Specification

Refer to the separate document attached as Appendix C.

Appendix C – Evaluation Model

Refer to the document included as Appendix D on page 11.

Appendix D – Freedom of Information Act 2000

Refer to the document included as Appendix E on page 12.

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Appendix C – Evaluation

| Scoring - Quality Criteria | |
|---|--------------|
| Rating of Response | Score |
| Very Good or Fully Compliant Submission - which meets all requirements and is fully explained in comprehensive detail | 5 |
| Good or Fully Compliant Submission - which meets all the requirements and is explained in reasonable detail | 4 |
| Satisfactory or Compliant Submission - which meets the essential requirements and is explained in adequate detail | 3 |
| Weak or Partially Compliant (Minor Issues) Submission - which in some areas falls short of requirements and is poorly explained | 2 |
| Unacceptable or Non-Compliant (Major Issues) Submission which fails to meet requirements and is not explained | 1 |
| Scoring - Value for Money Criteria | |
| Rating of Response | Score |
| Very Good or Fully Compliant Submission - which meets all requirements and is fully explained in comprehensive detail | 5 |
| Good or Fully Compliant Submission - which meets all the requirements and is explained in reasonable detail | 4 |
| Satisfactory or Compliant Submission - which meets the essential requirements and is explained in adequate detail | 3 |
| Weak or Partially Compliant (Minor Issues) Submission - which in some areas falls short of requirements and is poorly explained | 2 |
| Unacceptable or Non-Compliant (Major Issues) Submission which fails to meet requirements and is not explained | 1 |
| Overall Scoring | |
| Quality scores will be weighted as indicated in the method statement, and the total weighted against 60% for quality. | |
| Value for Money scores will be weighted as indicated in the value for money schedule, and the total weighted against 40% for quality. | |
| The resulting weighted scores for quality and value will be calculated. The tender with the highest score will be indicated. | |

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Appendix D – Freedom of Information Act 2000

Guidance to Tenderers on Freedom of Information Act 2000: Access to Information about or arising from Contracts

1 Introduction

1.1 All information relating to any tender made to the Council or any contract to which the Council is party, including information arising under the contract or about its performance, will be covered by the Freedom of Information Act 2000 (the Act) from January 2005. The Council will be under a legal obligation to disclose such information if requested unless an exemption applies. The legal obligations to respond to a request for information falls on the Council. The Council must determine whether an exemption applies to information and whether the request should be refused. The Council may also be subject to disclosure obligations under other legislation or codes of practice. This Guidance sets out the approach of the Council to the disclosure of information about contracts.

2. General rules on disclosure

2.1 The Council has determined that, in the absence of special circumstances:

- The Invitation to Tender (ITT) will always be available under the Act to those who enquire.
- Responses to tenders (apart from price information and commercially sensitive information – see below) will be held in confidence at least until award of the contract.
- Broad cost information will generally be available after award of contract under the Act to those who enquire.
- Information obtained from suppliers in responses to tenders and not generally available (future product information, research plans, financial details) will be held in confidence until no longer sensitive.

2.2 Tenderers must therefore inform the Council, on the enclosed Schedule of Reserved Information, of such other information which it regards as being eligible for exemption from disclosure by the Council under the Act. The reasons for all such exemptions must be fully justified against the relevant section of the Act.

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3. Reserved Information

3.1 The Act specifies a number of different grounds for exemption. Most of these are not considered to be relevant to a tendering process or subsequent award of contract. Those which are most likely to be relevant are:

- The information constitutes a trade secret (section 43(1))
- Disclosure would prejudice the commercial interest of any person (including the Council) (section 43(2))
- Disclosure would constitute an actionable breach of confidence (section 41(1))
- Personal data or information relating to the private life of any individual which is appropriate for protection (section 40)

3.2 If the Council agrees that information nominated by the successful tenderer may be legitimately classified as “reserved”, the Schedule of Reserved Information will form an integral part of the contract. The Schedule will list the class or category of information or the information itself and specify which exemptions under the Act apply to each specified class, category or specific information. The schedule shall indicate when it is likely that the information can be made available under the Act or if the information is unlikely ever to be made so available. Where such information is exempt under the rules governing commercial matters, (section 43(2)), then unless special circumstances apply, it will not be withheld under the Act for more than three years after completion/expiry of the contract.

3.3 Information relating to the overall value, performance or completion of the contract, contract records and administration will not generally be accepted as reserved information. The Council may however withhold access to such information under the Act in appropriate cases. The decision whether to withhold information shall be for the Council alone to determine. It shall have no obligation to consult the contractor.

3.4 The Council will automatically make information available under the Act from 3 years after completion/expiry of the contract, in the absence of specific agreement to the contrary. In the event that the Council receives a request for such information before the expiry of the 3 year period which it considers it may be appropriate to provide it will, wherever possible, notify the tenderer and take into consideration any representations made by the tenderer within 7 days of receipt of the notice by the tenderer.

4. Handling requests for information and notice to those affected

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4.1 Other than as set out above the Council shall have no obligation to consult the contractor where any request for information, whether under the Act or otherwise, touches or concerns the contract.

5. Information about the provision of the service which is the subject of the contract which arises in the course of performance of the contract

5.1 The Council will have obligations to respond to the Act and other requests for information and the contract will include appropriate terms requiring the contractor to supply such information as requested by the Council.

Any enquiries about this policy and its application should be addressed to the Borough Solicitor, Bracknell Forest Borough Council, Time Square, Market Street, Bracknell, Berks, RG12 1JD

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SCHEDULE 1 – Selection Questionnaire

Please complete all sections of the Selection Questionnaire attached.

SCHEDULE 2 – Method Statement

Quality

| | METHOD STATEMENT | Weighting | Word limit |
|-----------|---|------------|------------|
| 1. | Section 1 – SERVICE MODEL | | |
| 1.1 | <p>Describe your service model and how the service will be provided. Your response should include:</p> <ul style="list-style-type: none"> • How the service will be structured • How the service will be delivered • What your offer will be to carers <p>Charts and diagrams may be attached to support your response – a maximum of 2 x sides A4 – the content will not be included in the word count.</p> | 10% | 600 |
| | Response: | | |
| 2. | Section 2 – MOBILISATION & IMPLEMENTATION | | |
| 2.1 | <p>Please submit a detailed mobilisation plan of the new service to commence on 1st July 2020. Your response should include key timelines and focus on the fundamental requirements for running a successful Carers Support Service.</p> <p>You may also attach a single side chart (A4) to support your response – this will not be included in the word count.</p> | 8% | 800 |
| | Response: | | |

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| 3. | Section 3 – PARTNERSHIP WORKING | | |
| 3.1 | <p>Please explain your approach to partnership working, in particular to achieve seamless support for carers through joint up pathways and to enable partners to better identify and support carers (e.g. awareness raising). Please consider your role as a proactive partner in a wider system supporting carers.</p> <p>Attachments are not permitted</p> | 10% | 650 |
| | Response: | | |
| 4 | Section 4 – SERVICE DELIVERY | | |
| 4.1 | <p>With reference to our ambitions to be outcomes led and needs-driven, please describe your organisation’s approach to understanding and managing performance, outcomes and the impact of the service on individuals and the wider system.</p> <p>Attachments are not permitted</p> | 10% | 700 |
| | Response: | | |
| 4.2 | <p>Describe your comprehensive and robust Quality Assurance approach. It should be clearly stated what processes and indicators you would use to understand, improve and evidence quality of practice.</p> <p>Attachments are not permitted</p> | 5% | 500 |
| | Response: | | |
| 4.3 | <p>The purpose of the Public Services (Social Value) Act 2012 is to improve the economic, social and environmental wellbeing of the relevant area. Please describe how you will</p> | 7% | 500 |

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| | <p>generate social value, using the national TOMS framework.¹</p> <p>You may also attach a Social Value Action Plan (max two sides of A4) to support your response – this will not be included in the word count.</p> | | |
| | Response: | | |
| 5. | Section 5 – MANAGEMENT, STAFFING & VOLUNTEERS | | |
| 5.1. | <p>Describe how you will ensure that all staff and volunteers:</p> <ul style="list-style-type: none"> a) Have the appropriate background checks b) Are provided an appropriate level of training (incl. mandatory training) c) Are motivated, well-supervised and engaged in personal development d) Embrace a culture of co-production and collaboration <p>Attachments are not permitted</p> | 5% | 500 |
| | Response: | | |
| 5.2 | <p>Describe how you will recruit, retain and deploy volunteers to work all across Bracknell and ensure their safety.</p> <p>Attachments are not permitted</p> | 5% | 500 |
| | Response: | | |
| 6. | Section 6 - SERVICE USER FOCUS | | |

¹ Title: National TOMs 2019; Author: Social Value Portal Ltd; Source: socialvalueportal.com; License: Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International License (<https://creativecommons.org/licenses/by-nc-nd/4.0/>)

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|------|--|------------|------------|
| 6.1. | <p>Having a robust understanding of changing carers' needs is key to the delivery of this contract. Describe how you will continuously strive to identify and meet:</p> <ul style="list-style-type: none">• The varying needs expressed by different service users?• The diverse needs of different communities? <p>Attachments are not permitted</p> | 10% | 500 |
| | Response: | | |
| 6.2. | <p>Please describe how you would ensure your delivery model maximises accessibility so that everyone that needs support gets it. Please include following themes in your answer:</p> <ul style="list-style-type: none">• Working with specific at risk and hard to reach groups• Comms and marketing approach to ensure as wide a reach as possible• Flexible support that adds value when most needed / use of signposting, technology and multiple channels including digital to maximise access to carer support. <p>Attachments are not permitted</p> | 10% | 750 |
| | Response: | | |
| 6.3 | <p>Please describe your organisation's approach to delivering a service that has the carer's voice at the heart of planning and delivery. Please cover, as a minimum, how your service would be:</p> <ul style="list-style-type: none">• Using a strength-based approach, tailored around individual's need and focussing on outcomes.• Exploring innovative approaches and keeping practice up-to-date. | 10% | 600 |

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| | <ul style="list-style-type: none"> • Working with carers to shape services around carers' priorities (including age-specific approaches to co-production) <p>Attachments are not permitted</p> | | |
| | Response: | | |
| 7 | SECTION 7 – PRESENTATIONS | | |
| 7.1 | Improved outcomes for carers | 10% | |

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INVITATION TO TENDER

SCHEDULE 3 – Value for Money


This tender is offered based on a fixed price (£80,000 per annum) for the service; this figure is not negotiable. Tenders will be assessed on the best value for money, i.e. how much, and what type of support, the service will provide to carers registered with it.

Please respond to the questions below taking into consideration the requirements set out in the Service Specification.

This element of this tender has an overall weighting of 40%.

The tenderer's response to each individual question will be scored out of 5 using the scoring matrix in Appendix D of the ITT document.

There is no word limit for responses for the Value for Money.

| | | |
|-----|--|--------------------------|
| 1.1 | Bracknell Forest Council (BFC) must ensure that its funding of the service is being spent in an appropriate manner. Please provide a detailed breakdown of how you intend to use the funding from the Council i.e. £80,000 per annum for your business purposes. Please also include in your response the rationale for your budget allocation. | Weighting 25% |
| | Response: <i>Please enter details in Schedule 3a embedded here:</i>  Schedule 3a Pricing Schedule Cost Break | |
| 1.2 | Please provide a detailed breakdown of your budget allocation set aside for direct support for carers. Please remember to include costs allocated to group and one to one support and any other support your service delivery model may offer. | Weighting 25% |
| | Response: | |
| 2 | Please provide information of any sources of additional funding and/or resources available to your organisation and how this will assist with the delivery of the Carer Support Service in Bracknell Forest. | Weighting 25% |

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| | | |
|---|--|---------------------------------|
| | Response: | |
| 3 | <p>Working within a set budget for more than one financial year requires robust budgeting whilst at the same time allowing for business continuity and growth. Please indicate in your response below</p> <ul style="list-style-type: none"> the quantity of activities that will take place in year 1. For example, no of group; no of 1-1 support sessions and any other support your service delivery model may offer. Describe your strategy which will be implemented to grow and increase these activities | <p>Weighting 25%</p> |
| | Response: | |

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SCHEDULE 4 – Data Protection Questionnaire

to be completed by bidders as part of tender process

| | |
|-----------------------|--|
| Name of Organisation: | |
| Form Completed by: | |
| Signed: | |
| Date: | |

Please complete this form – information provided here will form the basis for joint processes between successful bidder and commissioner to complete the Data Protection Impact Assessment and the Information Sharing Agreement during mobilisation stage.

1. Consent

| | |
|---|--|
| If consent is required to process personal data, how will this be collected and what happens if consent is withheld or withdrawn? | |
|---|--|

2. Principle 4: Article 5 (1) d. Accuracy

| | | |
|---|---------------|--|
| How is the accuracy of any data to be processed ensured? | | |
| Do systems (where relevant) allow data to be amended when required? | Yes/No | |

3. Principle 5: Article 5 (1) e. Storage limitation

| | |
|---|--|
| How long will the personal information be held for? | |
| How will information be deleted (or anonymised) when retention periods are reached? | |
| Do software/systems allow deletion of information in line with retention periods? | |

4. Principle 6: Article 5 (1) f. Integrity & confidentiality

| | |
|--|--|
| What controls are in place to manage and maintain secure access to data? | |
|--|--|

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| | |
|--|--|
| How can your organisation evidence that anyone who will have access to the personal data complies with the appropriate IG standards? | |
| Has an IT&D security Risk Assessment been completed (where applicable) and acted upon? | |
| Where a third party is involved in hosting and/or processing data, what measures are in place to ensure compliance with Data Protection Legislation? | |

5. Data Subject Rights

| | |
|---|--|
| How will the systems/process allow ease of response to requests to exercise the data subject rights below? | |
| Subject Access Right | |
| Right to Erasure | |
| Right to Object | |
| Right to Portability | |
| Right to Rectification | |
| Right to Restriction | |
| Where automated decisions including profiling are being made, will provision be made to allow data subjects to exercise their right to object | |

6. Data Breaches

| | |
|---|--|
| Who investigates data breaches in your organisation? | |
| How will breaches be reported? | |
| Who is responsible for ensuring that appropriate training is required, or systems are changed to reflect the cause of the breach? | |

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| | |
|--|--|
| What is your process for reporting breaches and actions to Bracknell Forest Council? | |
|--|--|

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INVITATION TO TENDER

SCHEDULE 5 – Data Processing Agreement – TUPE Information Agreement

Refer to Schedule 5, attached as a Word Document.

Please complete and sign the Agreement and include a pdf of the signed copy in your email request for TUPE information, if you wish to receive TUPE information relating to the employees working on this contract from the current Contractor. Please send your email to [REDACTED]. The TUPE information will be sent password protected, and the password sent in a separate email.

SCHEDULE 6 – Reference Request Form

Refer to Schedule 6, attached as a Word Document.

Please complete your company name at the top of the Reference Request Form and to two providers your company has worked for. The references should be returned by your referees direct to Bracknell Forest Council.

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SCHEDULE 7 – Freedom of Information Act 2000 - Schedule of Reserved Information:

| Reserved Information | When available for disclosure | Relevant Section of Act | Reason |
|--|---|---|---|
| Tender responses (excl sensitive tender information) | After award of contract | Section 43(2) and/or section 36 | Commercial confidentiality and prejudice to the effective conduct of public affairs. |
| Sensitive tender information received from bidder (e.g. price information) | When no longer sensitive | Section 43(2) and/or section 36 (EIR regulation 12(5)) | Sensitive information should not be released. Commercial confidentiality and prejudice to the effective conduct of public affairs. |
| Price breakdown/information | When no longer sensitive | Section 43(2) (EIR regulation 12(5)) | |
| Information relating to contract negotiation | When no longer sensitive | Section 43(2) and/or section 36 | |
| Personal data relating to individuals | Never, unless consent has been provided by the individual concerned | Section 40(2) (EIR regulation 13) | Personal data should not be released without the consent of the individual |

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I have read the accompanying "Guidance to Tenderers on Freedom of Information Act 2000 - Access to information about or arising under contracts". The above table has been completed in accordance with these guidelines and I have reasonably designated this information as confidential. I understand that the Council will not accept a blanket disclaimer.

Name **Job Title**..... **Organisation**.....

Signed..... **Date**.....

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SCHEDULE 8 – Tender Checklist

Please tick checklist to indicate that copies of all relevant documents are enclosed.

| Schedule | Schedule Completed and Supplementary Documents | Document enclosed Yes/No | Comments |
|-----------|---|---|----------|
| 1 | Selection Questionnaire | | |
| | Latest audited or management accounts | | |
| | Recruitment and Selection Policy | | |
| | Equal Opportunities Policy | | |
| | Complaints Policy | | |
| | Code of Conduct Policy | | |
| | Safeguarding Policy | | |
| | Health and Safety Policy | | |
| | Training and Workforce Plan | | |
| | Business Continuity Plan | | |
| 2 | Method Statement | | |
| | Service Model | | |
| | Mobilisation and Implementation | | |
| | Social Value Action Plan | | |
| 3 | Value for Money | | |
| | Value for Money Schedule - Cost Breakdown | | |
| 4 | Data Protection Questionnaire | | |
| 5 | Processing, Personal Data, and Data Subjects Agreement | | |
| 6 | Data Sharing Agreement – TUPE Information Request | To be returned to the Council early if TUPE information is required | |
| 7 | Reference Request Form sent out | To be returned directly to the Council by the referees | |
| 8 | FOI - Schedule of Reserved Information | | |
| 9 | Tender Checklist | | |
| 10 | Form of Tender | | |

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| | Other – Please List | | |
|--|---|--|--|
| | Copy of Public Liability Insurance certificate | | |
| | Copy of Employers Liability Insurance certificate | | |
| | Copy of Professional Indemnity Insurance | | |

Please add further rows as necessary

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SCHEDULE 9 – Form of Tender

I/We, the undersigned, having examined the Conditions of Contract, Specification and all other Invitation to Tender documents, hereby offer to undertake the service required, in accordance with the Invitation to Tender documents for the price detailed in the Value for Money Schedule.

I/We understand that the Council is not bound to accept the lowest or any tender received.

This tender remains open for acceptance for 90 days from the date fixed for the submission of tenders in the Invitation to Tender.

I/We agree that the essence of selective tendering is that the Council shall receive bona fide tenders from all providers submitting tenders. In recognition of this principle, I/We warrant that this is a bona fide tender, intended to be competitive against quality and best value for money, and that I/we have not fixed or adjusted the quality or value for money submitted by, or under or in accordance with any agreement or arrangement with any other supplier. I/We furthermore warrant that no approaches have been made to any other suppliers for the purpose of obtaining or influencing their tenders or any other details of their bid. I/We also warrant that I/We have not and will not before the award of any contract for the work:

- (i) (a) communicate to any person other than the Council the amount or approximate amount of the tender or proposed tender, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain insurance premium quotations required for the preparation of the tender;
- (b) enter into any agreement or arrangement with any person that they shall refrain from submitting a tender, or that they shall withdraw any tender once offered or vary the amount of any tender to be submitted;
- (ii) pay, give or offer to pay or give any sum of money or other valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the work, any act or thing of the sort described at (i)(a) or (b) above.

I/We understand that should we directly or indirectly canvass any member or official of the Council concerning the award of the contract for the provision of the Services, or directly or indirectly obtain or attempt to obtain information from any such member or official concerning any other tender for Goods/Services, I/We will be disqualified. I/We further understand that if discovery occurs after the award of the contract, the Council shall then be entitled to summarily terminate the contract.

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| | |
|---------------------|----------------------------|
| Signature: | |
| | (please use non-black ink) |
| Name: | |
| Job Title: | |
| Organisation: | |
| Address: | |
| ☎ Telephone No.(s): | |
| Email: | |
| Date: | |