

Home Support - Principal Provider South Norfolk

NCCT43044

Invitation to Tender

**August 2025**

# Contents

Information for Applicants

[Contents 2](#_Toc256000000)

[1 Context and requirement of the procurement 3](#_Toc256000001)

[2 Correspondence and clarifications 4](#_Toc256000002)

[3 About this procurement document 4](#_Toc256000003)

[4 Advice and instructions to Applicants 6](#_Toc256000004)

[5 Procurement Process Information and Procurement Timeline 11](#_Toc256000005)

[6 Contract Data 13](#_Toc256000006)

[7 Receipt and evaluation of Applications by the Council 14](#_Toc256000007)

[8 Evaluation Information 16](#_Toc256000008)

[9 Important legal notice 21](#_Toc256000009)

Forms for completion by Applicants

[Form A: Details of Applicant 27](#_Toc256000010)

[Form F: Quality 31](#_Toc256000011)

[Form G: Pricing schedule 35](#_Toc256000012)

[Form Z: Applicant's declaration 36](#_Toc256000013)

Appendix 1 – GP PCN Details

Appendix 2 – Principal Provider hourly rate breakdown (for form G)

# Context and requirement of the procurement

* 1. Context

The Council wishes to appoint one Principal provider to deliver home support services in each Primary Care Network (PCN) within Norfolk. The intention is that the Principal Providers will deliver 70% of the hours and the remaining 30% will be delivered by a small number of PCN framework providers, whose appointment is subject to a separate procurement.  
This procurement is split into 4 lots, which covers PCNs in South Norfolk:  
  
The lots area:   
1. Mid Norfolk  
2. Breckland  
3. Ketts Oak  
4. SNHIP  
   
Bidders may apply for all lots in each area, but will be awarded no more than 1 Principal provider contract for this procurement process.  
  
The Principal price cap will be £24.48 per hour.

* 1. Requirement

Norfolk County Council is seeking to purchase Home Support provision, following a strategic review of the current home care market, to inform the future strategic commissioning approach. This review was undertaken to ensure that the Council can fulfil its duties under the Care Act, concerning individual choice, market sustainability and quality of care provision.

The strategic commissioning approach is focused on meeting the following aims:  
• Sustainability - Supporting a diverse homecare market to deliver manageable hours in right sized geographical areas.  
• Quality – Enabling the homecare market to meet Good and Outstanding CQC ratings.  
• Resilience – Creating a strong and responsive homecare market.  
• Capacity – Increasing capacity through redesigning our home support provision.  
  
Informed by the engagement and market research undertaken, we are implementing a Principal Provider model in Norfolk, which will put in place a lead provider within each PCN who will be required to directly deliver up to 70% of the home support demand and will also be expected to meet certain expectations, as described below (not an exhaustive list):   
a. Lead on collaboration with other home care providers, within the PCN. This would include working with providers to identify efficiencies in care delivery and sharing of best practice.  
b. Support the implementation of the Adult Social Services Quality Improvement Programme  
c. To be an active member of any placed based working arrangements, engaging and working with other agencies outside of the home care sector, for example with the Voluntary, Community and Social Enterprise sector (VCSE)  
d. To work with the Council in response to any provider failure, which may require several packages of care to transfer to another provider. We will expect that the Principal Provider is part of the response to ensure market sustainability. Our priority in this situation is to ensure that people’s care and support needs continue to be met.   
  
Full details of the requirement can be found in the Service Specification, which forms a Schedule to the Terms and Conditions.

Please note that Norfolk County Council has joined the government's Devolution Priority Programme.

This process has the potential to lead to the establishment of a county combined authority for Norfolk and Suffolk, with strategic powers, headed by an elected mayor. A consultation is under way.

Government has also invited participation by Norfolk in Local Government Review. This process has the potential to lead to unitary local government in Norfolk. One of these changes could happen without the other. The contract may be assigned or novated to any successor authority(ies) to Norfolk County Council or to any joint body incorporating or formed by any such successor. The County Council or a successor authority or joint body may order services on behalf of other local authorities serving any area within Norfolk's current geographical boundaries.

* 1. The Procurement Process

The Council wishes to appoint one Principal provider to deliver home support services in each Primary Care Network (PCN) within Norfolk.

The Council will be using the Competitive Flexible Procedure as defined in the Procurement Act 2023. The process will be as follows: -

1. Bidders will complete the Request to Participate document and submit in accordance with the timelines at section 5 of this Request to Participate.
2. If there are 3 bidders or less for each lot who pass Form B, C and D of the Request to Participate then those bidders will be invited to submit a final tender.
3. If there are more than 3 bidders who pass Form B, C and D, then the Council will evaluate the responses to Form E and will take through the top 3 scored bids for each lot. The Request to Participate will be scored in accordance with the process set out in this Request to Participate document.
4. The Council will inform all those who are successfully shortlisted or unsuccessful.
5. Those who have been shortlisted will be sent the Invitation to Tender document. Bidders are to answer the questions in form F and the pricing schedule in Form G and return the submission by the given deadline.
6. The Council will evaluate the responses to the Invitation to Tender and award scores based on the evaluation process described in the Invitation to Tender document.
7. Interviews will be held with bidders to discuss elements of their responses to the questions in Form F . The interviews will be used to clarify points in your tender and check that there is a common understanding of our requirement and how your solution will meet it. The scores for each answer will be revisited to ensure that the scores accurately reflect the quality of your proposal. Further information will be provided before the interviews. Only those Applicants who have the potential to be awarded a contract will be invited for interviews.
8. Bidders should note that the Council expects the Registered Manager and Operational staff to attend the interviews.
9. It is always the bidder’s responsibility to ensure that their application is as complete and detailed as possible. Although the Council will discuss and comment on your quality and price responses, it is not for the Council to raise every weakness in your response during interviews.

# Correspondence and clarifications

All correspondence and clarifications will be issued via In-Tend. Please make sure your details are correct and that you check the system regularly. We advise adding a second person or a team to your In-Tend account for contingency.

Any internal reviewers such as board members, trustees or partners who may raise issues must be engaged early to ensure points of clarification and any commercial issues that may affect your bid can be raised with us by the clarification date.

If you encounter any difficulties whilst using the system you can contact the In-Tend support team by phoning 0845 557 8079 or +44 (0) 114 407 0065 or by emailing [support@in-tend.co.uk](mailto:support@in-tend.co.uk).

# About this procurement document

* 1. The main parts of the first section of this procurement document

|  |  |
| --- | --- |
| Section | Purpose |
| Advice and instructions to Applicants | Tells you how to upload your application and what you must do if you wish to take part in the tender. |
| Procurement Process Information and Procurement Timeline | Sets out key details about the procurement process and the anticipated dates for key elements in the procurement process. |
| Contract Data | Tells you what the terms of any contract entered into under the tender will be. |
| Receipt and Evaluation of Applications | Tells you what we will do with applications we receive, how we will evaluate them and our rights and obligations in respect of the receipt and evaluation process. |
| Evaluation Information | Contains key information that we will use in the evaluation process, including how we will score responses. |

|  |  |
| --- | --- |
| **Important Legal Notice** | Sets out the basis on which we will conduct the tender exercise. |

* 1. Forms for completion by Applicants

The forms that make up the parts of the document that are to be completed by Applicants are labelled A to Z. The forms that you must complete and return are contained in this document unless otherwise indicated.

**Please note that you, and any subcontractors involved in the delivery of the contract, must be registered on the Government’s Central Digital Platform, Find a Tender Service, or we will not be able to accept your bid.**

Information about the Government’s Central Digital Platform can be found online at [Find a Tender Service](https://www.find-tender.service.gov.uk/) and [Central Digital Platform - factsheet (HTML) - GOV.UK](https://www.gov.uk/government/publications/procurement-act-2023-short-guides/central-digital-platform-factsheet-html?utm_source=phpList&utm_medium=email&utm_campaign=Procurement+Act+Update+%285th+February+2025+-+Issue+%234%29&utm_content=HTML).

Further details about the forms are contained in sections 7 and 8, including which forms are and are not being used in this procurement. The forms labelled A to Z are:

|  |  |
| --- | --- |
| Section | Purpose |
| Form A – Details of Applicant | This tells us about you and your organisation and who is applying. |
| Form B – Grounds for exclusion | This form tells us whether there are any grounds under which we will have to exclude you, and any sub-contractors you might rely on to deliver the contract, from bidding. This was checked at the Request to Participate stage and therefore this form is not being used in this stage of the procurement. |
| Form C – Compliance with minimum Standards | This form checks your experience and whether you hold the relevant experience and registrations where necessary. It includes minimum standards such as finance and Health and Safety and other checks where relevant to the contract. This was checked at the Request to Participate stage and therefore this form is not being used in this stage of the procurement. |
| Form D – Willingness and ability to follow the dialogue process | This form checks whether you are prepared to enter in to the contract without change and whether you hold the relevant insurances.  This was checked at the Request to Participate stage and therefore this form is not being used in this stage of the procurement. |
| Form E – Shortlisting questions | This is a form used for shortlisting applicants and is only used in staged procurements. This was checked at the Request to Participate stage and therefore this form is not being used in this stage of the procurement. |
| Form F – Quality | This form seeks to determine how you will deliver the contract. |
| Form G – Price | This form is about the price you will charge for the service. |
| Form Z – Applicant’s checklist and declaration | This form is your checklist to ensure that you have included everything required and your declaration that you are prepared to provide the contract as tendered, under the terms and conditions issued. |

* 1. The following documents are attached

|  |  |
| --- | --- |
| **Section** | **Purpose** |
| Terms and Conditions | The terms and conditions referred to in the Contract Data |
| Specification and requirements | Tells you about the context for this procurement and the specification for the goods and/or services we require. This forms a Schedule of the Contract. |

* 1. Obligation to consider Small and Medium Enterprises

The Council has considered SMEs and as a result:

* The procurement has been lotted; and
* Insurance requirements within the tender have been assessed as fair against the subject matter of the contract; and
* Insurance at the levels required is not expected to be purchased until a contract is awarded; and
* Limits of liability in the contract have been assessed as reasonable against the subject matter and value of the contract; and
* Performance management reporting is at the minimum required for the Council to be assured of effective delivery.

# Advice and instructions to Applicants

* 1. Issues to consider before bidding

We suggest that Applicants consider the following issues before deciding whether to bid:

* 1. Have you read the Specification, and are you able to provide the service? If you aren’t certain, ensure you seek early clarification.
  2. If there are strict deadlines for implementation or delivery, are you able to meet them?
  3. Is there anything in the documents that you think would prevent you from bidding? If so, please request clarification to ensure there isn’t a miscommunication.
  4. Tender preparation

When preparing your tender, it is important to consider the following:

1. Have you read all the instructions, the documents attached and taken in to account any indicative budget provided in the documents or contract notice?
2. Are you registered on the Government’s Central Digital Platform, Find a Tender Service? More information is available at [Find a Tender Service](https://www.find-tender.service.gov.uk/) and [Central Digital Platform - factsheet (HTML) - GOV.UK](https://www.gov.uk/government/publications/procurement-act-2023-short-guides/central-digital-platform-factsheet-html?utm_source=phpList&utm_medium=email&utm_campaign=Procurement+Act+Update+%285th+February+2025+-+Issue+%234%29&utm_content=HTML).
3. Tenders should be clear and concise and in Form F must describe how you will provide the service being tendered rather than just stating that you will provide the service.
4. Bids that are ambiguous or generic in their response or don’t describe how the service will be provided are unlikely to score well. In our experience, tailored solutions that have taken in to account the Council’s requirements in their answers usually score better than generic responses that have not.
5. If the word count is causing you significant issues with answering a question thoroughly, please raise this as a clarification.
6. Please note that the evaluation panel will be made up of people with different experiences and skills and you should take this into account when writing your response.
7. When completing the price schedule at Form G, have you ensured that your price is fully inclusive of all costs of providing the service in accordance with the contract? We cannot accept bids that have been caveated (see Instructions to Applicants below). If you are unclear about pricing, please seek clarification.
   1. Return of your application
8. If you intend to submit a Tender, please ensure that you arrange to return the documents by the date and time stated. The Council is under no obligations to accept late tenders.
9. You do not need to submit any of the first section of this Invitation to Tender: you only need to submit the Forms from page 27 onwards.

How to upload and submit your application

1. Log in to In-Tend and navigate to “My Tenders” under the “Tenders” tab near the top of the page. Locate the procurement that you are applying for and click “view details”.
2. Click on the tab where you found the tender documents for download. Depending on the procurement this may be labelled as “Request to Participate”, “Conditions of Participation”, “ITT” or “Invitation to Tender”.
3. Scroll down the page until you see a button in the centre of the screen entitled “Attach Documents”. Click on this and it will take you in to your computer to select and attach files. Select the file you need, click “Open” and it will upload the document to the screen. Repeat these actions until everything you wish to attach as part of your application is displayed on the webpage, click on the “Submit Return” button.
4. If you have made a mistake or forgotten to upload a document, you can repeat this process. You may submit your application multiple times, but only the final submission will be evaluated.
5. We advise that you leave plenty of time for upload and submission of your documents to allow for any possible problems with internet or power.
   1. Instructions to Applicants

Applicants must follow all the numbered instructions below.

First steps

1. If you take part in this procurement exercise you will be bound by the terms stated in the Important legal notice. You should review this notice carefully.
2. Applicants should view the Procurement Privacy Notice on the Council’s website <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/open-data-fois-and-data-protection/data-protection/privacy-notices/procurement-service-privacy-notice> and must raise any concerns about the Privacy Notice and how personal information will be handled during the procurement process without delay.

Language

1. All questions, notices, tenders, supporting documents and correspondence are to be submitted in English.

The clarification process

1. If there is anything unclear or you think that you need more information, you must send in a clarification question as early as possible in the process and in any case before the final deadline given in the Procurement Process Information and Procurement Timeline. Questions must be submitted via In-Tend correspondence and must be associated with the correct project to receive a response. Clarification questions will be answered on a regular basis through the clarification facility on In-Tend.
2. Once the final deadline is passed, no new questions may be sent in but you will have a final chance to seek clarification of answers already given. You must submit any such request within the period stated in the Procurement Process Data.
3. Tenders must be made against the contractual terms referred to in the Contract Data, without qualification or caveat. We do not expect to change the contract terms but if, exceptionally, you want to raise any issues about them you must do so at an early stage in the clarification process. You should not submit extensive proposals for change. We may issue revised contractual terms applicable to all bidders, and if we do so your tender must be submitted against those terms.

Content of the application

1. In preparing your application you must assume that the evaluators know nothing about your organisation.
2. Throughout the application, you should reflect the Statement of Requirements or Service Specification. To assist you in achieving the highest scores, you should review the “Descriptors for the allocation of quality scores” in the Evaluation Data and write your answers accordingly.
3. You have an overriding obligation to exercise your skill and judgment, to ensure that your solution is fit for purpose and to warn us if, in your opinion, our proposed application of your solution would result in a poor or unacceptable outcome for us.
4. Different questions may be marked by different evaluators and not all evaluators will have read your entire application. The answer to each question must be self-contained. Answers such as “see answer to question x” are not acceptable. You must not include brochures, leaflets or other attachments unless specifically requested. If you do, they will not be read, except where an Applicant has submitted a completed European Single Procurement Document.
5. The forms for completion must be reproduced and completed, except where we say otherwise.
6. So that they are readable, answers must be in a minimum of 11-point font, with line spacing of 1.2 times.
7. You must keep to the given word or page limits for each question.
8. Documents must not contain any embedded objects which appear in the printed copy as icons, rather than in full.
9. It is your responsibility to make sure that your application is complete and unambiguous.
10. Bids must be your own original work and any bids that are plagiarised will be rejected. If you have collaborated with a third party to develop your response, this must be clearly explained within the response and any quoted material within a submission must be attributed. If you have used AI, Large Language Models or machine learning software to generate parts of your response, you must declare which elements of the bid were so developed, and that the bid is an accurate reflection of how you will provide the goods, services or works bid.

No caveats or qualifications

1. Your tender must not be caveated or qualified. The following are some examples of caveats or qualifications:
2. statements that you have made certain assumptions and that, if these assumptions prove incorrect, you may wish to change price, timescales, quality, terms and conditions or other aspects of your offer;
3. statements that you do not comply with any mandatory requirement of the specification;
4. statements that you do not accept, or wish to modify, any aspect of the Contract or that any variant or additional term or condition will apply.

Completion of the application

1. You should not complete and submit your application until after the clarifications have closed.
2. Your application must consist of all the documents listed in the checklist at Form Z. You must include all attachments requested but should include no other documents (and any other document will be disregarded by the Council when conducting its evaluation).
3. On finalising your application, you must complete the checklist at Form Z, and then sign the declaration, scan and upload it as part of your submission.

Submission

1. Your submission must be uploaded and submitted before the deadline specified in the Procurement Process Data. We are under no obligation to consider any application which arrives after the deadline.

Multiple bids

1. Multiple applications from a given prime contractor or consortium will not be evaluated by the Council.
2. An applicant may act as the proposed prime contractor for one bid, and a proposed sub-contractor for another.
3. However, an applicant may act as:

* the proposed prime contractor for one bid, and a proposed sub-contractor for another; or
* the proposed prime contractor for one bid, and a proposed consortium member for another; or
* a consortium member for more than one bid.

1. Where an Applicant is involved in more than one bid, all relevant forms must be completed for each bid.
2. Where they form part of more than one bid, Applicants shall pay particular attention to the need to avoid collusion in pricing and commercial terms.
3. In particular, no Applicant shall be involved in the setting of the price to be tendered to the Council for more than one bid.

**Offer capable of acceptance**

1. If we award a contract to you all statements and commitments made by you in your tender shall be binding upon you.
2. Your tender must constitute an offer to provide the supplies, works or services specified in this Invitation to Tender in accordance with the contractual terms referred to in the Contract Data, as amended by any clarification response issued by the Council before the tender submission date. Your offer must remain open for acceptance for the period stated in the Procurement Process Data.
3. We may at our discretion ask you to extend the period for which your offer remains valid or to reconfirm the validity of your offer after expiry of the initial period of validity. You may at your discretion agree to such a request, or not. If all of those asked to extend the validity of their offer do not agree to do so, we may award the contract to the highest-ranked Applicant which is willing to extend the validity of its offer.
4. We may accept your offer by writing to you awarding the contract, at which point a binding contract will exist between you and us without any need for further formalities.
5. However, without prejudice to the enforceability of the above contract we may require you to execute the contract as a deed after award and you must do so promptly on request. We will not agree any modification to the contract at this stage.

# Procurement Process Information and Procurement Timeline

* 1. Timetable and information

The procurement timetable, outlined below, is for information and potentially subject to change. The Council reserves the right to amend any aspect of the timetable during the procurement and evaluation process.

|  |  |
| --- | --- |
| ****Information**** | Details |
| ****Procurement reference number**** | NCCT43044 |
| ****Procurement title**** | Home Support - Principal Provider South Norfolk |

|  |  |
| --- | --- |
| **Date contract notice dispatched to publisher** | Monday 2nd June 2025 |
| **Procurement procedure** | Competitive flexible procedure as defined in the Procurement Regulations 2023 |
| Lotting | This procurement has been lotted according to geographical area. Further lotting is not desirable as this would lead to inefficiency in the model. |

|  |  |
| --- | --- |
| **Bidders Event – chance for bidders to ask questions and clarify following the publication of tender documents** | Friday 16th June 2025 – this will be done via Teams. If you wish to participate, please send the email addresses of attendees to integratedcommissioners@norfolk.gov.uk before 9th June |
| **Final deadline for submission of clarification questions relating to Request to Participate** | 10:00 Friday 27 June 2025 |
| **Date and time for return of Request to Participate** | 11:00 UK time on Monday July 7, 2025 |
| **Evaluation of submissions and down selection process. We intend to shortlist the top 3 highest scorers for each lot. If there is a tie for 3rd place all who are placed 3rd will be shortlisted.** | Monday 7 July 2025 to Friday 25 July 2025 |
| **Date of issue of Invitation to Tender to those successfully shortlisted and to inform those unsuccessful.** | Wednesday 20 August 2025 |
| **Final deadline for submission of clarification questions relating to Invitation to Tender** | 10:00 UK time on Wednesday 27 August 2025 |
| **Deadline to request further explanation about clarification answers (no new questions to be introduced)** | Midnight UK time on the third working day after the Council sends its final answers to the clarification questions received before the above deadline |
| **Date and time for return of Invitation to Tender** | 11:00 UK time on Thursday 4 September 2025 |
| **Date for issue of Invitation to Participate in Interviews** | Friday 10th October 2025 |
| **Important note** | Please note that we reserve the right to award based on the tenders already submitted at this point, without interviews. |
| **Dates for Interviews** | From Monday 13th to Friday 24th October. You will be sent an email invite to Teams |
| **Expected date for issuing Contract Award notice and for standstill period to commence** | Monday 3rd November 2025 |
| **Expected date for standstill period to finish** | Midnight UK time on 13 November 2025 |
| **Contract Award** | From Friday 14 November2025 |

|  |  |  |
| --- | --- | --- |
| **Contracting Authority’s name and address** | | Procurement Sourcing Team  Norfolk County Council  Floor LG County Hall  Martineau Lane  Norwich NR1 2DH  United Kingdom  **DO NOT SEND ANY CORRESPONDENCE BY POST** |
| **Correspondence** | | All correspondence and clarifications regarding the procurement should go through In-Tend: <http://In-Tendhost.co.uk/norfolkcc> |
| **Public Services (Social Value) Act 2012** | The Authority has consulted providers during various market engagements over the previous 2 phases and this phase concerning social value. Social value is intrinsic to the requirement and is included as an evaluation area | |
| **Address for submission of tender documents** | | All tenders must be submitted via the In-Tend portal. |
| **Period for which offers must remain open for acceptance** | | 180 days from the tender submission deadline |
| **Award decision and standstill process** | | The Council shall have no obligation to Applicants concerning debriefing beyond those contained in the Procurement Regulations 2024. The Council will observe a standstill period and will not enter into a contract until after midnight on the eighth working day from when the contract award notice has been published. |

* 1. Competitive Flexible procedure

**We reserve the right during subsequent stages of the Competitive Flexible procedure to refine the award and or assessment criteria, and may alter the relative importance of the award and or assessment criteria.**

**We also reserve the right to amend the stages of the Competitive Flexible procedure where further stages are required to come to a fuller understanding between parties of the scope or requirement or other such necessary elements, or where fewer stages are required due to early mutual understanding between all parties.**

**Any amendments will be communicated in full.**

# Contract Data

* 1. Lots

This procurement has been split into lots. You may bid for any or all lots, you will be awarded 1 lot.

• During the lifetime of the Contract, the Council will work with the Provider to increase growth with the aim of gradually raising the guaranteed payment to a maximum of 80% of the block hours.

• During the transitional phase, (which is the first 12 months of the contract following commencement) the Council reserves the right to set the guaranteed payment at a level of which shall be determined by the volume of 5% above actual delivery from the point of transfer.

• The Council will work with the Provider during the contract life to support continued growth, which may include tracking actual delivery against guaranteed payment levels, and continuing to set these at 5% above actual delivery until the maximum of 80% is achieved.

• Please note that the Council reserves the right to also decrease the guaranteed payment if actual delivery falls below 5% of the guaranteed payment level..

The lots are as follows:

|  |  |
| --- | --- |
| ****Number**** | ****Lot Title**** |
| 1 | **Mid Norfolk**  **Principal Provider – Block hours per week -**  **1484**  **The Council aims to guarantee payment of a minimum of up to 80% of these hours.** |
| 2 | **Breckland**  **Principal Provider – Block hours per week -**  **1432**  **The Council aims to guarantee payment of a minimum of up to 80% of these hours.** |
| 3 | **Ketts Oak**  **Principal Provider – Block hours per week -**  **2292**  **The Council aims to guarantee payment of a minimum of up to 80% of these hours.** |
| 4 | **SNHIP**  **Principal Provider – Block hours per week -**  **2072**  **The Council aims to guarantee payment of a minimum of up to 80% of these hours.** |

* 1. Contract information

|  |  |
| --- | --- |
| ****Contract information**** | Details |
| **Conditions of contract** | As set out in Form D of the Conditions of Participation |
| **Contract commencement date** | The contract will commence on the day we send you our formal award letter accepting your tender. |
| **Required Service Commencement Date** | From January to April 2026 |
| **Term** | 60 months from the Required Service Commencement Date |

|  |  |
| --- | --- |
| **Contract extensions** | The Contract may be extended by up to a further 60 months at the Council’s discretion. |

# Receipt and evaluation of Applications by the Council

General

* 1. We will admit, evaluate and where appropriate reject Applications reasonably, impartially and as set out below. We make no other commitments concerning our admission, evaluation or rejection of Applications.
  2. New and forgotten documents may not be able to be considered after the tender deadline has passed.

Clarification

* 1. It is your responsibility to make sure that your Application is clear, complete and unambiguous. We may ask you to clarify your answers provided that in our judgment this does not adversely affect the integrity and fairness of the exercise, but we are not obliged to do so and other bidders may be notified that clarifications have been sought and what it was regarding.

The Public Services (Social Value) Act 2012

* 1. Social value considerations (the economic, social and environmental well-being of the Authority’s area of operations) have been included in the specification for this contract and will be evaluated as set out in the Evaluation Data.

Compliance with Instructions to Applicants

* 1. You must comply with the Instructions to Applicants or you risk your Application being rejected.

Forms B to E not used

* 1. Forms B, C, D and E are not used in the tendering stage.

Award of Overall Quality Score (Form F)

* 1. For each question in Form F, we will award a mark based on the Descriptors stated in the Evaluation Data (unless we state, on Form F, that we are using different descriptors for that question).
  2. The interviews will be used to clarify points in your tender and check that there is a common understanding of our requirement and how your solution will meet it. The scores for each answer will be revisited to ensure that the scores accurately reflect the quality of your proposal. Further information will be provided before the interviews. Only those Applicants who have the potential to be awarded a contract will be invited for interviews.
  3. Each question in Form F is weighted. The weightings are set out in the Evaluation Data.
  4. The score for each question will be divided by the maximum possible score for that question and then multiplied by the individual weighting to give a weighted score.
  5. For example, if a score of 3 out of 5 is given and the question is worth 10% of total marks (3/5\*10), then the weighted score will be 6.
  6. We will sum the weighted Scores to give an Overall Quality Score.

Quality Threshold

* 1. We will reject any tender which does not achieve an Overall Quality Score greater than or equal to the Quality Threshold stated in the Evaluation Data.

Abnormally low tenders

* 1. We may reject tenders which we consider to be abnormally low, having first followed any statutory process which applies.

Award of Price Score (Form G)

* 1. The price for this contract is capped at £24.48. Prices bid above this cap will automatically receive a score of 0 and their bid will be rejected, regardless of the score achieved for quality.
  2. Price marks will be awarded as follows:
* The bid with the lowest price will be allocated the maximum number of weighted points. Other tenders being awarded marks in proportion to this price, so that for example a total price that is 30% more expensive will receive 30% fewer marks, one that is 60% more expensive will receive 60% fewer marks etc.
  1. A total of 30% of the overall score is allocated to Price.
  2. We will exclude from the final calculation of Price Scores any tender which has been rejected.

Combining Overall Quality and Price Scores

* 1. To give a Total Score out of one hundred, the Overall Quality Score will be added to the Price Score.
  2. In the event of a tie, the tied bidders will be asked to submit a revised price by a given deadline.

Award of contract

* 1. We will (subject to our right not to make an award at all) first make a provisional award to the Applicant achieving the highest Total Score. The standstill period will commence when we publish the contract award notice.
  2. Our contract award decision is not binding on us and we may decide not to enter into the contract at all or, in the event of an error or misjudgement being identified, change our award decision prior to entering into a contract. Our award of the contract, communicated to the Applicant by us in writing, will constitute acceptance of the Applicant’s offer and a binding contract will then exist between us and the Applicant on the terms set out in this Invitation to Tender. We may though require the successful Applicant to execute a written agreement between us.
  3. If the successful Applicant cannot or will not perform the contract, we may award the contract without further competition to the next-ranked Applicant which is willing and able to perform the contract, but only on the basis of that Applicant’s offer and the terms set out in this Invitation to Tender.
  4. We will check whether you have signed the declaration in Form Z as part of the evaluation process. If the declaration is not signed, we will be unable to award you a contract.
  5. If we award you a contract, we will countersign Form Z and you will be legally bound by it.

# Evaluation Information

|  |  |
| --- | --- |
| ****Award Criteria - Weightings for quality and price**** | |
| **Overall Price weighting** | 30% |
| **Overall Quality weighting** | 70% |
| Total | 100% |

**Weighting of quality questions applicable to all lots (Form F1)**

|  |  |  |
| --- | --- | --- |
| ****Reference**** | ****Subject area**** | ****Weighting as a percentage of the marks available**** |

|  |  |  |
| --- | --- | --- |
| F1.1 | **Delivery Model** | 25% |
| F1.2 | **Transition and Implementation** | 25% |
| F1.3 | **Changes in Demand** | 10% |
| F1.4 | **Social Value** | 10% |
| **Total** |  | **70%** |
| **Quality threshold**  **(minimum acceptable overall quality score)** | | 40 marks out of 70 |

**Descriptors for the award of quality marks**

|  |  |
| --- | --- |
| **The mark to be awarded is that for which the descriptors most closely match the tenderer’s response** | **Mark awarded** |
| An excellent response that is realistic, appropriately detailed and specific. Any weakness is immaterial and:   * the approach embodies accepted good practice in all material respects and offers excellent levels of (as appropriate) functionality, performance, environmental performance, ease of use and other relevant characteristics; * the response is tailored to the requirement wherever relevant and, where relevant, to specific circumstances; * all material aspects of the question are fully answered, and the approach described fully meets all material aspects of the requirement; * where relevant the proposal is ambitious in terms of outcomes, and sets out a convincing, coherent and evidence-based approach to achieving the outcomes claimed; and * where relevant, the organisation, capacity, qualification and experience of staff assigned to performing the contract are excellent. | 5 |
| A good response that is realistic, appropriately detailed and specific and with only minor weaknesses, where:   * the approach generally embodies accepted good practice and offers good levels of (as appropriate) functionality, performance, environmental performance, outcomes, ease of use and other relevant characteristics; * with minor or no exceptions, the response is tailored to the requirement where relevant and, where relevant, to specific circumstances; * all material aspects of the question are fully answered, and the approach described meets the material aspects of the requirement, with no or minor exceptions; * where relevant the proposal seeks to deliver a good level of outcome, and sets out a convincing, coherent and evidence-based approach to achieving the outcomes claimed; and * where relevant, the organisation, capacity, qualification and experience of staff assigned to performing the contract are good, with only minor deficiencies. | 4 |
| A satisfactory response that is realistic in all material respects, and that is at least sufficiently detailed and specific to give general clarity about what is to be delivered and how. There are some weaknesses, but all of the following requirements are met:   * the approach does not materially conflict with accepted good practice and generally offers acceptable levels of (as appropriate) functionality, performance, environmental performance, ease of use and other relevant characteristics; * all material aspects of the question are fully answered, and the approach described meets the material aspects of the requirement, with no or minor exceptions; * while the response may be somewhat generic, it is not inappropriate to the specific circumstances or too high-level to give reasonable clarity and confidence; * where relevant the proposal seeks to deliver acceptable outcomes, and sets out a reasonably convincing, coherent and evidence-based approach to achieving the outcomes claimed; and * where relevant, the organisation, capacity, qualification and experience of staff assigned to performing the contract are generally acceptable. | 3 |
| A rather deficient response that is not of a sufficient standard to meet all the bullet points set out above for a score of ‘3’ but that is not considered so unsatisfactory as to raise serious doubts as to the prudence of entering into a contract incorporating the response, as further described in the descriptor below for a score of ‘1’. | 2 |
| A response which shows **some or all** of the following characteristics such that in the round a prudent contracting authority would have serious doubts about entering into a contract incorporating the response:   * there being insufficient detail or specificity to be clear, wholly or for a material aspect of the requirement, what is to be delivered and how; * the approach materially conflicting with accepted good practice and/or failing to offer acceptable levels of (as appropriate) functionality, performance, environmental performance, ease of use or other relevant characteristics; * material parts of the question(s) not being answered or material parts of the response being unrealistic or the approach described, in some material respect, appearing not to meet the requirement or not to comply with the law; * the approach described appearing, in some material respects, not to deliver expected levels of (as appropriate) functionality, performance, environmental performance, ease of use or other relevant characteristics; * the approach conflicting with accepted good practice in some material respects; * the approach being in material part inappropriately generic or a poor fit with the specific circumstances or context; * the approach being unacceptably unambitious in terms of outcomes or the approach to achieving the claimed outcomes being materially unconvincing; and/or * where relevant, the organisation, capacity, qualifications and/or experience of staff assigned to performing the contract not reaching the expected levels in some material respects.   **If any response receives a score of ‘1’, the entire submission will be rejected.** | 1 |
| No response or a response with insufficient content to allow meaningful evaluation or a fundamentally unrealistic response or a clearly unacceptable response where the weaknesses, individually or in aggregate, are fundamental.  **If any response receives a score of ‘0’, the entire submission will be rejected.** | 0 |

**The Council reserves the right to sub-weight elements of the ITT evaluation criteria.**

**When evaluators are reviewing your response, they will be considering the following points, as relevant to the question.**

* Detail, completeness and specificity
  + How detailed is the answer about what is to be delivered and how?
  + Are all aspects of the question covered?
  + Is the answer sufficiently specific and, where relevant, tailored to the requirement and the context?
* Is the proposal realistic – for example in (as relevant) timescales, resourcing, identification and mitigation of risks and obstacles, and if relevant stakeholder engagement, cultural fit and/or technical approach?
* Does the proposal accord with good practice?
* Does the proposal meet the requirement in all material respects?
* Is the proposal suitably ambitious in terms of outcomes, and to what extent does it set out a convincing, coherent and evidence-based approach to achieving the outcomes claimed?
* As relevant, the functionality, performance, environmental performance, ease of use and other relevant characteristics provided by the proposal
* Where relevant to the question, evaluate the organisation, qualification and experience of staff assigned to performing the task. For example:
  + Is the structure appropriate to the service to be delivered?
  + Is the balance of front-line, management and support staff appropriate?
  + Are key staff suitably qualified and experienced?

# Important legal notice

* 1. This is a subsequent stage of a competitive flexible process. Applicants who were shortlisted as a result of the first stage are now invited to tender, on the basis set out in this invitation to tender.
  2. Applicants are reminded that, in participating thus far in this procurement exercise and in submitting their completed pre-qualification questionnaire, they have accepted the terms contained in the ‘Important legal notice’ therein and that those terms govern the entirety of the procurement process. Those terms are reproduced below.

**No implied contract**

* 1. Norfolk County Council (“the Council” or, where the context so requires, “We”) does not make any binding commitment to actual or potential tenderers (“Applicants” or, where the context so requires “you”) or to any other party about its conduct of this procurement exercise, other than to abide by its statutory obligations and the express terms of this Important Legal Notice.

**Acceptance of conditions**

* 1. Any Applicant who participates in this procurement exercise shall be deemed to accept the above condition and the conditions set out below. These conditions form the entire understanding between the parties about the conduct of the tender exercise.
  2. The Council will not accept any change to the terms of this legal notice and in the event that any Applicant submits any tender or notice which seeks to change these conditions the purported change shall be void, even if the Council considers the Applicant’s completed request to participate or tender.

**Communications, information and notices**

* 1. Applicants shall not, in connection with this procurement exercise, rely on any communication from the Council (including without limitation any notice published by the Council and any information published on any web site) unless it specifically states that it concerns this procurement exercise and bears the reference number stated on the front page of this document. Applicants shall not rely on any communication which is not in writing.
  2. Information supplied by the Council is subject to constant updating and amendment in the future and is necessarily selective and is supplied for general guidance in the preparation of tenders. It does not purport to contain all of the information which Applicants may require and Applicants must satisfy themselves by their own investigations about the accuracy of such information.
  3. The Council has taken reasonable steps to ensure, as at the date of each document supplied by the Council in connection with this procurement (“Procurement Document”), that the facts which are contained in or provided with each such document are true and accurate in all material respects. But the Council does not make any representation or warranty as to the accuracy or completeness of the Procurement Documents, or the reasonableness of any assumptions on which they may be based. The Council accepts no liability to Applicants however arising, whether resulting from the use of the information provided, or from any omissions from or deficiencies in the information. As such, the Council cannot accept responsibility for any inaccurate information obtained by Applicants.
  4. Any notice from any person in connection with this procurement exercise must be sent to the Contact Name and Address stated in the Procurement Process Data below in accordance with the relevant timescales.

**Amendments to the procurement process**

* 1. The Council may at its sole discretion change any aspect of, or stop this procurement exercise at any point and if it stops the exercise (or the procurement of any lot or lots therein) need not provide any Applicant with the scores allocated in any marking exercise already undertaken or the reasons for the allocation of those scores.

**Applicants’ costs**

* 1. The Council will not under any circumstances be liable to pay Applicants for any costs incurred as a result of their participating in this procurement exercise.

**Standstill period and contract award notice**

* 1. The Council shall have no obligation to Applicants concerning debriefing beyond those contained in the Procurement Regulations 2024. The Council will observe a standstill period and will not enter into a contract until after midnight on the eighth working day beginning with the day when the contract award notice is published.
  2. Applicants hereby agree that they will not reveal the Council’s provisional award decision to any person (other than staff, Directors, trustees or professional advisers who have a need to know) until the completion of the standstill period, and that they will place a similar obligation on any person to whom they notify the Council’s provisional decision.

**Confidentiality, Freedom of Information and Intellectual Property**

* 1. The Council is subject to laws about access to information including the Freedom of Information Act 2000, the Environmental Information Regulations 2004, the Audit Commission Act 1998 and the Procurement Act 2023. The Council may - despite any claim made by any Applicant that any information is given in confidence or is confidential in nature – be required to release any information it holds in accordance with the law, subject to the Council’s discretion concerning any applicable exemption or the application of any public interest test. It is important to note that information may be commercially sensitive for a time - for example, during a tender process - but afterwards some of that information it may not be, while other information may remain commercially sensitive for a longer period. The timing of any request for information may be extremely important in determining whether or not information is exempt. Applicants should note that no information is likely to be regarded as exempt forever.
  2. The Council does not in general consider the identities of the successful bidder or of unsuccessful bidders to be commercially confidential. It
  3. will publish the details of the successful bidder(s) as required by the Procurement Regulations 2024 and the Local Government Transparency Code;
  4. will provide unsuccessful bidders with a copy of successful bidders’ assessment summaries, redacted only to the extent that they contain information that is sensitive commercial information and where there is an overriding public interest in its being withheld from publication or other disclosure;
  5. will publish such details of unsuccessful bidders as are required by Regulation 27 of the Procurement Regulations 2024; and
  6. may release the identity of unsuccessful bidders in response to FOI requests without consultation with the bidders concerned once the contract has been awarded.
  7. Any working documents produced by the Council in the course of evaluation shall remain confidential to and the property of the Council and need not be retained by the Council.
  8. All intellectual property rights in the Procurement Documents and all materials provided by the Council or its professional advisers, consultants or information providers in connection with this tender and tender process are and shall remain the property of the Council and/or its professional advisers, consultants and/or information providers. The information they contain shall be used only for the purpose of preparing a tender and delivering any resulting contract.
  9. The contents of the Procurement Documents together with all other information, materials, specifications or other documents provided pursuant to or in the course of this procurement exercise, or prepared by the Applicants specifically for such purposes, shall be treated at all times as confidential by the Applicants unless put in the public domain by the Council. Applicants may not disclose any such information, materials, specifications or other documents to any third parties or to any other part of the Applicant´s company or group or use them for any purpose other than for the preparation and submission of responses to the Procurement Documents. Applicants may not publicise the Council’s name or the tender without the prior written consent of the Council.
  10. Applicants must seek the approval of the Council before providing to third parties any information provided in confidence by the Council and shall ensure that all third parties to whom disclosure is made shall keep any such information, materials, specifications or other documents confidential and not disclose them to any other third party except as set out above.

**Collusion, canvassing, bribery and corruption**

* 1. Applicants shall not enter into any agreement or arrangement with any other person with the intent that the other person shall refrain from responding to the procurement exercise or submit an excessively high price or an otherwise unattractive or non-compliant offer nor enter into any price-fixing agreement with any other person in respect of this procurement process.
  2. Applicants shall not, in connection with this procurement process or the proposed contract:
  3. offer any inducement, fee or reward to any officer or member of the Council;
  4. do anything which would constitute a breach of section 117(2) of the Local Government Act 1972 or of the Bribery Act 2010; or
  5. canvass any officer or member of the Council in connection with the response/tender about any aspect of the proposed contract or for soliciting information in connection therewith.
  6. If any Applicant or any employee of any Applicant or any third party acting on behalf of any Applicant commits an act detailed in clauses 9.20 or 9.21 or offers, promises or gives any bribe or inducement or makes any improper threat or colludes (or offers or agrees to collude) with any other Applicant in connection with this procurement exercise then, in addition to any criminal sanction such conduct may attract, the Council may:
  7. immediately exclude that Applicant’s offer from consideration;
  8. exclude that Applicant from future procurement exercises;
  9. terminate any contract entered into with that Applicant; and
  10. recover from that Applicant the reasonable costs of re-running this procurement exercise and any consequential losses (including loss of anticipated savings) which result from any delay in letting a contract.
  11. If any person approaches any Applicant seeking any bribe or making any offer to collude in respect of this procurement exercise, that Applicant is to contact the Council’s Head of Law immediately.



**Home Support - Principal Provider South Norfolk**

NCCT43044

INVITATION TO TENDER

TO BE COMPLETED AND RETURNED BY APPLICANT

Form A: Details of Applicant

**Applicants are to edit the header of this form to insert their name at the top of every page.**

**You must be registered on the government’s Central Digital Platform,** [Find a Tender Service](https://www.find-tender.service.gov.uk/)**, or we will not be able to accept your bid.**

**Form A is split into different parts.**

## **Part 1 of Form A is information relevant to the procurement.** Part 1 – basic details

|  |  |
| --- | --- |
| Name of person or organisation tendering |  |
| Trading as… |  |
| Find a Tender Service share code |  |
| Are you bidding in conjunction with another supplier? | Answer ‘yes or no’ |
| If yes, who is the lead bidder? |  |

|  |  |  |
| --- | --- | --- |
| **Person managing bid** | | |
| Ms, Mr, etc |  | |
| Name |  | |
| Address |  | |
| Postcode |  | |
| Country |  | |
| Phone |  | |
| Mobile |  | |
| **Director, partner or trustee overseeing bid** | | |
| Mr, Ms, etc |  | |
| Name |  | |
| Address |  | |
| Postcode |  | |
| Country |  | |
| Phone |  | |
| Mobile |  | |
| **Registered office address** | | |
|  | | |
|  | | |
|  | | |
| Postcode |  | |
| Country |  | |
| **Applicant’s registration number, as applicable** | | |
| Company registration no. | |  |
| Charity registration no. | |  |
| VAT registration no. | |  |
| CQC registration no. | |  |
| **Group structure (as applicable)** | |  |
| Name of immediate parent organisation | |  |
| Company registration number | |  |
| Name of ultimate UK holding company | |  |
| Company registration number | |  |
| Name of ultimate parent organisation | |  |
| Country | |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Company size** | | | |
| Are you an SME? (yes/no) | |  | |
| **Type of organisation (select one box only)** | | | |
| Sole Trader |  | Public sector |  |
| Partnership (Unincorporated) |  | Private Company |  |
| Limited Liability Partnership (‘LLP’) |  | Public Limited Company |  |
| Private Co. Limited by Guarantee |  | VCSE, please select:  Choose an item. | |

**For VAT Registered Organisations**

|  |  |
| --- | --- |
| Provide a copy of your VAT certificate | Attached |
| Provide confirmation that the organisation has agreement from HMRC that they are responsible for administering the VAT affairs of the Group as a whole as detailed in the VAT Notice 700/2 | Yes  No |
| Confirmation that the terms and conditions within this contract will be sub-contracted to the CQC registered care organisations as listed above. | Yes  No |

**Part 2 is information relevant to contract management if you were to be successful and is non-mandatory but useful if we have a quick award-to-contract-commencement process.**

## Part 2 – contract management

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Name | Phone | Mobile | Email |
| Contract manager |  |  |  |  |
| Ordering/referral |  |  |  |  |
| Contract queries |  |  |  |  |
| Invoice queries |  |  |  |  |
| Emergency out of hours contact |  |  |  |  |

**Where will the service(s) be provided from? If more than two locations, please complete this table as many times as needed.**

|  |  |  |
| --- | --- | --- |
| Information required | Premises 1 | Premises 2 |
| Premises name |  |  |
| Manager name |  |  |
| Manager email address |  |  |
| Address |  |  |
| Postcode |  |  |
| CQC location ID |  |  |
| If relevant, number of beds or places |  |  |

**If you are not an existing NCC supplier, please complete the BACS form below. We will only pay by BACS transfer.**

|  |  |
| --- | --- |
| Bank Details | |
| Account Type |  |
| Name of Bank |  |
| Address of Bank |  |
| Sort Code |  |
| Account Number |  |
| Building Society Roll Number |  |
| Name the account is held in |  |

## Part 3 – not used

**Part 4 is to indicate which lot(s) you are applying for.**

## Part 4 – lots

This procurement has been split into lots. You may bid for any or all lots that you have been shortlisted for. Please indicate below which lot or lots you are applying for.

|  |  |  |
| --- | --- | --- |
| ****No.**** | ****Lot Title**** | ****Please tick**** |
| 1 | **Mid Norfolk** |  |
| 2 | **Breckland** |  |
| 3 | **Kett's Oak** |  |
| 4 | **SNHIP** |  |

Form F: Quality

* Applicants are to reproduce this Form F retaining the questions and numbering and return it as part of their tender submission. Applicants must answer all questions.
* Applicants must edit the header of this section to insert their name at the top of every page of the forms so that it is clear to evaluators whose bid is whose.
* Applicants’ responses must be clearly legible and in at least 11-point type, on a line spacing of at least 1.2 times the type size.
* The answer to each question must be self-contained. Responses such as ‘see answer to question x’ are not acceptable.
* You should not assume that the evaluators have any prior knowledge of your organisation, its capabilities or the solutions your organisation offers and you should ensure your responses to each question presume the evaluators know nothing of your organisation, and where relevant your subcontractors, consortium members or partners if you are heavily reliant on a third party in a bid.
* **Please do not append any documents unless specifically requested below.**
* Ensure that your answers are succinct and do not drift over the word count guide unnecessarily. If the word count is causing you significant issues with answering a question thoroughly, please raise this as a clarification. Please note that if you grossly breach the word count guide anything over that guide is likely to be disregarded.
* Please ensure all answers are fully referenced to the relevant question.
* The scoring matrix provided in Evaluation Data (Section 8) is to assist evaluators in establishing areas of the proposals that concern them, and those areas that they think are good, and feedback will be provided to all Applicants.

### AI and Machine Learning (not scored)

Are AI or machine learning technologies used as part of the products or services you intend to provide?

Yes

No

If “Yes”, please describe how AI technologies are integrated into your service offerings below, and ensure that they are fully described in your responses to the weighted questions.

|  |
| --- |
|  |

**F1. QUESTIONS**

For each question below, you only need to answer the question once. Your score for that answer will apply to all lots that you are bidding for.

### F1.1 Delivery Model (25%)

Please describe your proposed model as Principal Provider and the way you intend to deliver services in accordance with the Contract. Throughout your response you must make reference to the specific opportunities and challenges of delivering the system in Norfolk.   
Please ensure your response includes how you will:

• Deploy your resource within the relevant PCN area, working with stakeholders, including but not limited to PCN framework providers.   
  
•Enable Clients to develop sustainable systems of support that enhance their outcomes and reduce dependency on formalised care provision.  
  
• Ensure a whole systems approach, explaining how the different components will work together.  
  
• Meet the requirement to be flexible in order to continually develop services and to be innovative.

For each lot you are applying for outline how you will address the locality specific challenges of operating in this PCN (noting challenges of scheduling rotas, transport)

**Answer below** (A guide of 1000 words per response for each)

|  |
| --- |
| Lot 1 |
| Lot 2 |
| Lot 3 |
| Lot 4 |

### F1.2 Transition and Implementation (25%)

Please detail your plans to manage the transition period providing timescales and milestones that evidence how the set delivery expectations will be met.

Please provide contact details of the person(s) who will be leading the transition in your organisation. This person will be required to work jointly with the Council’s Commissioning Service to manage the transition and mobilisation phase.   
  
Your response to this question will be used to form the transition and implementation plan which will be developed with the Council should you be successful and form a schedule to the contract.

Please also provide:  
• details of the process to be applied  
• the management of risk and the mitigation in each of the following areas:-  
o service users, families and carers  
o risk of service user dis-engagement   
o staffing   
  
Other issues to be included:  
• smooth and successful transfer of data  
• securing suitable premises by the required date (if applicable)  
• securing Information and Client Management Systems  
• communication and engagement programme – identify who you will engage with at each stage  
  
**Answer below** (A maximum of 1000 words per response for each lot plus Gantt chart)

|  |
| --- |
| Lot 1 |
| Lot 2 |
| Lot 3 |
| Lot 4 |

### F1.3 Changes in Demand (10%)

How will you identify changes in demand or need and change your model of service delivery accordingly?  
How you will develop the capacity and competence of your workforce so as to provide a skilled, sustainable, flexible, and affordable service that is able to: meet local needs, provide continuity of care and mitigate against late and/or missed visits.  
  
How will you ensure an integrated approach will improve partnership working (i.e. with framework providers, primary care, families and carers and all other allied services including relevant other non-clinical partners etc.)? Explain how the different components will work together.

**Answer below** (A guide of 750 words)

|  |
| --- |
|  |

### F1.4 Social Value (10%)

The service will have regard to the Public Service (Social Value) Act 2012 considering economic, social and environmental well-being factors, and subsequent impact in Norfolk for this contract.

For this contract we would like to know how your organisation will promote the care industry if awarded. You may wish to consider the following as examples:  
• How your organisation seeks to develop and grow staff new to the care sector  
• How you will engage with local learning providers  
• Introducing additional learning opportunities in the workplace to enhance employees’ careers  
• Any other wider promotional activities  
  
Please tell us your target for any activity, why it is appropriate and relevant to this contract, when you expect to see results and how you will monitor and report on this.  
  
Your response to this question will form Schedule 16 of Terms and Conditions.

**Answer below** (A guide of 750 words)

|  |
| --- |
|  |

Form G: Pricing schedule

* Applicants’ responses shall be clearly legible and in at least 11-point type, on a line spacing of at least 1.2 times the type size.
* Applicants must edit the header of this section to insert their name at the top of every page of the forms so that it is clear to evaluators whose bid is whose.
* **Please do** not **append any documents unless specifically requested below.**
* All prices tendered must exclude VAT.
* Do not bid over the price cap of £24.48 or your bid will be rejected regardless of the score achieved for Quality in Form F.
* Tenders submitted with a price lower than £22 per hour will be considered unusually low and therefore will be rejected.

## Price schedule

Please input below your best price ensuring that the price does not exceed the cap of £24.48 per hour.

|  |  |  |
| --- | --- | --- |
| Lot | Price | Unit |
| 1 | £ | per hour |
| 2 | £ | per hour |
| 3 | £ | per hour |
| 4 | £ | per hour |

Please ensure you have completed Appendix 2 – Principal Provider hourly rate breakdown for each lot you are bidding for. Make it clear which lot the breakdown applies to,

Form Z: Applicant's declaration

* Applicants are to complete this form and attach it as part of their submission as either a Word document or pdf. Applicants are to answer all questions.
* Applicants are to edit the header of this section to insert their organisation’s name at the top of every page of the forms.

## Z.1 Checklist

Check each issue below and tick each box.

|  |  |
| --- | --- |
| We confirm that: | Tick |
| We are registered on the Government’s Central Digital Platform, Find a Tender Service |  |
| Any subcontractors we are relying on are registered on the Government’s Central Digital Platform, Find a Tender Service |  |
| We do not appear on the Government’s debarment list |  |
| Any subcontractors we are relying on do not appear on the Government’s debarment list |  |

|  |  |
| --- | --- |
| We have completed the following forms: | Tick |
| * Form A (as the cover sheet to our submission) |  |

|  |  |
| --- | --- |
| * Form F included appending Gantt chart |  |
| * Form G |  |
| * This Form Z, either printed then signed with a pen, then scanned and uploaded as a .pdf, or added electronically |  |

|  |  |
| --- | --- |
| We have: | Tick |
| Amended the header on each form to insert our organisation’s name. |  |
| Included all required documents and information, without omission. |  |
| Made arrangements for the tender to be uploaded and submitted on time, with adequate contingency for ICT failures, power outages etc. |  |

|  |  |
| --- | --- |
| We have not: | Tick |
| Used a smaller typeface or line spacing than that permitted. |  |
| Annexed any document not specifically requested. |  |

## Z.2. Declarations

**AI, Large Language Models and Machine Learning Software declarations**

AI tools can be used to improve the efficiency of the bid writing process, however they may also introduce an increased risk of misleading statements. Have you used AI or machine learning tools, including large language models, to assist in any part of your tender submission? This may include using these tools to support the drafting of responses to Award and/or Minimum Standards questions.

Yes

No

Please detail any instances where AI or machine learning tools, including large language models, have been used to generate written content or support your bid submission, below:

Where AI tools have been used to support the generation of Tender responses, please confirm that they have been checked and verified for accuracy:

Yes

No

**Important Legal Notice declaration**

We agree to the conditions specified in the ‘Important Legal Notice’ at section 9 of the Invitation to Tender.

We warrant, represent and undertake to the Council that:

1. neither we nor any employee or third party acting on our behalf has offered, promised or given any bribe or inducement or made any improper threat or colluded (or offered or agreed to collude) with any other person in connection with this procurement exercise
2. we have complied in all respects with this Invitation to Tender
3. all information, representations and other matters of fact contained in our tender are true, complete and accurate in all respects
4. we have made our own investigations and research and have satisfied ourselves in respect of all matters (whether actual or contingent) relating to the tender and have not submitted this tender response and will not have entered into the contract in reliance upon any information, representation or assumption (whether made orally, in writing or otherwise) which may have been made by or on behalf of the Council
5. we have satisfied ourselves as to the correctness and sufficiency of the information we have inserted in the tender
6. we have full power and authority to enter into the contract and provide the services
7. we are of sound financial standing and will have sufficient premises, working capital, skilled staff, and other resources available to us to provide the services in accordance with the contract
8. we have obtained or are able to obtain all necessary consents, licences and permissions to enable us to provide the services.

We hereby offer to provide the services in accordance with the contract attached as the annexure to this Invitation to Tender which includes for the avoidance of doubt any documents specified in the contract as forming part of the contract including (but not limited to) the prices and operational proposals set out in this tender, the terms and conditions of contract, the Specification attached as a Schedule to the terms and conditions, and any written clarifications issued or received by the Council prior to the written acceptance of the Council of this tender. We agree that the Council’s acceptance of this Tender shall form a binding contract between us on the above terms.

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| --- | --- | --- | --- |
| Name of Tendering Organisation |  | Signature of authorised officer |  |
| Date |  | Position of authorised officer |  |
|  |  | Name of authorised officer |  |
| Name of Tendering Organisation |  | Signature of authorised officer |  |
| Date |  | Position of authorised officer |  |
|  |  | Name of authorised officer |  |

This block will be signed on behalf of Norfolk County Council in the event that your tender is accepted.

We, Norfolk County Council, hereby accept your offer and a binding contract now exists between us and you on the above terms for Home Support - Principal Provider South Norfolk for the following Lot(s):

(To be completed by NCC when the results of the evaluation are known.)

|  |  |
| --- | --- |
| Name of authorised officer |  |
| Position |  |
| Signature |  |
| Name of authorised officer |  |
| Position |  |
| Signature |  |
| Date |  |