

Home Support - Framework Agreement for South Norfolk

NCCT43045

Request to Participate

**7 July 2025**

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# Context and requirement of the procurement

* 1. Context

The Council wishes to appoint a number of framework providers to deliver home support services in each Primary Care Network (PCN). The intention is that these providers will deliver 30% of the hours and the remaining 70% will be delivered by a Principal Provider (appointed through a separate procurement) for the PCN.  
  
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

Please note that our intention overall is to limit a provider to having a maximum of 50% of the PCNs in an area.   
Bidders may apply for all lots in each area, but will be awarded no more than two Lots for this procurement process.

You are not required to enter a price per hour at this stage – but for information purposes the Framework Agreement price cap will be £27.00 per hour. This is the amount that will be paid per hour under the Framework Agreements subject to the Council’s yearly process for agreeing uplifts to prices for care. ( Bidders should note that the yearly process could result in no uplift being applied).

* 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 alongside a number of PCN Home Support Framework Providers who will collectively deliver up to 30% of home support demand within each PCN.

The Framework Providers will be expected to meet certain expectations, as described below (not an exhaustive list):   
• Strong partnership working, including collaboration with the PCN Principal Provider and other PCN Home Support Framework Providers to ensure demand for care can be met  
• Potential to share delivery of a care package to a single individual.

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.

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.

# 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).

* 1. The Procurement Process

The Council wishes to appoint up to 3 Framework providers 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 5 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 5 bidders who pass Form B, C and D, then the Council will evaluate the responses to Form E and will take through the top 5 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. It is always the bidder’s responsibility to ensure that their application is as complete and detailed as possible

# 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. |

|  |  |
| --- | --- |
| **Entering into contracts from and operation of the framework** | Contains information about how contracts will be entered into from the framework agreement. |
| **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, 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. |
| 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. |
| Form D – Willingness and ability to comply with contractual requirements | This form checks whether you are prepared to enter in to the contract without change and whether you hold the relevant insurances. |
| Form E – Shortlisting questions | This is a form used for shortlisting applicants and is only used in staged procurements. |
| Form F – Quality | This form is about quality but is not being used in this procurement. |
| Form G – Price | This form is about price, but price is not being assessed in this procurement. |
| 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. |
| Call off terms and conditions | The terms and conditions that will be used by users of the framework agreement when awarding a contract under the Framework Agreement. This will form 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 the minimum requirements in Form C, 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).
   1. Return of your application
3. If you intend to submit a Request to Participate, please ensure that you arrange to return the documents by the date and time stated. The Council is under no obligations to accept late requests to participate.
4. You do not need to submit any of the first section of this Conditions of Participation: you only need to submit the Forms from page 26 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.

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.

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.

# 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**** | NCCT43045 |
| ****Procurement title**** | Home Support - Framework Agreement for South Norfolk |

|  |  |
| --- | --- |
| **Date contract notice dispatched to publisher** | 7 July 2025 |
| **Procurement procedure** | Competitive flexible procedure as defined in the Procurement Regulations 2024 |

|  |  |
| --- | --- |
| Lotting | This procurement has been lotted according to geographical area. Further lotting is not desirable as this would lead to inefficiency in the model. |
| **Final deadline for submission of clarification questions relating to Request to Participate** | 10:00 UK time on 28 July 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 Request to Participate** | 11:00 UK time on 11 August 2025 |
| **Evaluation of submissions and down selection process. We intend to shortlist the top 5 highest scorers for each lot. If there is a tie for 5th place all who are placed 5th will be shortlisted.** | 18 August to 4 September |
| **Anticipated date for issue of Invitation to T**ender **; inform unsuccessful Applicants** | 25 September 2025 |
| **Final deadline for submission of clarification questions relating to Invitation to Tender** | 10:00 UK time on 9 October 2025 |
| **Date and time for return of Final Tenders (Invitation to Tender)** | 11:00 UK time on 20 October 2025 |
| **Important note** | Please note that we reserve the right to award based on the tenders already submitted at this point, without dialogue. |
|  |  |
| **Expected date for issuing Contract Award notice and for standstill period to commence** | 8 December 2025 |
| **Expected date for standstill period to finish** | Midnight UK time on 18 December 2025 |
| **Framework Award** | From 19 December 2025 |

|  |  |  |
| --- | --- | --- |
| **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 the market during the previous 2 phases. Social Value was discussed at these events and social value is included in this procurement. | |
| **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 appoint to the framework 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, but will be awarded no more than 2 lots for this PCN area. The lots are as follows:

|  |  |
| --- | --- |
| ****Number**** | ****Lot Title**** |
| 1 | **Mid Norfolk**  **Current 30% of total weekly hours in PCN: 636** |
| 2 | **Breckland**  **Current 30% of total weekly hours in PCN: 614** |
| 3 | Ketts Oak  **Current 30% of total weekly hours in PCN: 982** |
| 4 | **SNHIP**  **Current 30% of total weekly hours in PCN: 888** |

* 1. Contract information

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

|  |  |
| --- | --- |
| **Permits, consents and licences** | As set out in Form D |
| **Required insurances and limits of liability** | As set out in Form D |

* 1. Framework specific conditions

|  |  |
| --- | --- |
| ****Framework specifics**** | Details |
| **Framework contracts term** | Contracts awarded under the framework may have a maximum total duration of 10 years. The maximum term of frameworks allowed under the Procurement Act 2023 does not apply to a light touch framework. No contract awarded from the framework will be permitted to extend beyond October 2045 |
| **User Organisations** | The framework agreement is being let by Norfolk County Council as the contracting authority, and can be used by:   * Norfolk County Council and its agents * Any successor body to the Council including any company formed by the Council to carry out its Adults functions * Any organisation the Council outsources its Adults requirements to * Any public body with which the Council enters into pooling arrangements for the provision of its Adults services. |
| **Maximum number to be appointed to the Framework Agreement** | The maximum number of applicants admitted to the framework under each lot is:-  1. 3 PCN Framework providers  2. 3 PCN Framework providers  3. 3 PCN Framework providers  4. 3 PCN Framework providers |

# 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 framework agreement and will be evaluated as set out in the Evaluation Data.
  2. 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 framework agreement but are not used as evaluation criteria.

Compliance with Instructions to Applicants

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

Grounds for exclusion (Form B)

* 1. If any of the grounds for exclusion set out in Form B applies, we will normally reject your Application (and tell you that we have done so).
  2. If any bidder appears on the Government’s debarment list, that supplier will be excluded.
  3. Exceptionally, and in accordance with any relevant legislation, we may exercise our discretion and permit your Application to be considered if any of the discretionary grounds for exclusion apply.

Compliance with minimum standards (Form C)

* 1. We will check that you have provided, in your answers on Form C, evidence that you meet the minimum standards set out there. We will not be able to further consider your application if in our opinion you do not meet the minimum standards.

Willingness and ability to comply with contractual requirements (Form D)

* 1. We will check that you have confirmed that you can enter into the contract under the specified terms and conditions (without modification) and hold appropriate levels of insurance (or are willing to obtain it).

Shortlisting Questions (Form E)

* 1. We will check that you can demonstrate capability/experience in specific areas that are core to the requirement.
  2. Each answer will be scored out of 5 in line with the scoring grid in Form E.
  3. Each question in Form E is weighted. The weightings are set out in the Evaluation Data (section 8).
  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 score.
  7. We will reject any Application which does not achieve an overall score greater than or equal to the threshold stated in the Evaluation Data.
  8. We will take the top 5 Applicants through to the next stage.
  9. If, after shortlisting, any of the top 5 Applicants does not take up the offer to participate in dialogue they will take no further part in the procurement. In this event, and subject to meeting all the relevant shortlisting criteria, the Council may invite the next ranked Applicant(s) to participate in dialogue in their stead.

# Evaluation Information

|  |  |
| --- | --- |
| ****Evaluation information**** | Where |

|  |  |  |
| --- | --- | --- |
| **Grounds for exclusion** | | As set out in Form B |
| **Minimum standards including technical and professional capacity** | As set out in Form C | |
| **Willingness and ability to comply with contractual requirements** | As set out in Form D | |

**Selection Criteria - Weighting of shortlisting questions (Form E)**

|  |  |  |
| --- | --- | --- |
| ****Reference**** | ****Subject area**** | ****Weighting as a percentage of the marks available**** |
| 1 | **Workforce** | **20%** |
| 2 | **Performance Management** | **20%** |
| 3 | **Voice of the Service User and Stakeholders** | **30%** |
| 4 | **Safeguarding and Incident Reporting** | **20%** |
| 5 | **Managing and minimising disruption during periods of planned, or unplanned changes** | **10%** |
| **Total** |  | **100%** |

|  |  |
| --- | --- |
| **Quality threshold (minimum acceptable overall quality score)** | 60 marks out of 100 |

**Descriptors for the award of Form E 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 detailed and specific. Any weaknesses are trivial and:   * all material aspects of the question are fully answered; * the bidder has provided credible evidence, as relevant to the question of:   + the necessary human and technical resources and   + all necessary experience; and * the experience offered and, where relevant, the capabilities available are a very close match to the specific subject matter of the contract and the specific circumstances and constraints within which it is to be delivered. | 5 |
| A good response that is detailed and specific and with only minor weaknesses, where:   * all material aspects of the question are fully answered * the bidder has provided credible evidence, as relevant to the question of:   + the necessary human and technical resources and   + the necessary experience   in both cases with no or minor exceptions; and   * the experience offered and, where relevant, the capabilities available are generally a close match to the specific subject matter of the contract and the specific circumstances and constraints within which it is to be delivered. | 4 |
| A satisfactory response that is at least sufficiently detailed and specific to demonstrate sufficient human and technical resources and experience. There are some weaknesses, but:   * all material aspects of the question are answered, at least to a basic level; * the human and technical resources and experience demonstrated are not materially deficient and the supporting evidence is reasonably credible; and * as relevant to the question, the experience offered and/or the resources available are a reasonable match to the specific subject matter of the contract and the specific circumstances and constraints within which it is to be delivered. | 3 |
| A response which demonstrates some relevant human and technical resources and experience but one that is either somewhat lacking in detail or specificity or where:   * material parts of the question are not answered to at least a basic level; * the human and technical resources and experience set out, in some material respects, appear deficient in relation to the scope of the question and/or the supporting evidence is not strong; and/or * material aspects of the human and technical resources and/or experience described are, whilst broadly relevant, not closely related to the specific subject matter of the contract and the specific circumstances and constraints within which it is to be delivered. | 2 |
| A response that is in part or in aggregate sufficient to cast serious doubts over the human and technical resources or the experience of the bidder in relation to the scope of the question. There are very material gaps in, as relevant human and technical resources and/or experience or the response is very materially lacking in detail or specificity or credibility so that the existence of the necessary human and technical resources and/or experience is not demonstrated. | 1 |
| No response or a response with insufficient content to allow meaningful evaluation or an unacceptable response where the human and technical resources and/or experience required are entirely or almost entirely lacking. | 0 |
| If any response receives a score of ‘0’, the entire submission will be rejected. | |

**Award criteria**

The evaluation criteria below will be used in the next stages of the procurement and are being provided at this stage for information only. Please note that the Council may break down each subject area further, provide further detail, and/or allocate sub-weightings or designate sub-criteria that are pass/fail.

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

|  |  |  |
| --- | --- | --- |
| F1.1 | **Understanding the Service** | 50% |
| F1.2 | **Performance Monitoring** | 30% |
| F1.3 | **Operating Challenges** | 20% |

# Entering into contracts from and operation of the framework

A Framework Agreement is a contract between a contracting authority and one or more suppliers that provides for the future award of contracts by that contracting authority to the supplier or suppliers.

When entering into contracts from the Framework Agreement, the Council will use the call-off terms and conditions included as a Schedule to the Terms and Conditions of Contract in accordance with the Framework Agreement.

A guide has been produced for Suppliers who are bidding for a place on the Framework Agreement, explaining how Frameworks operate: this is included in the application pack.

Please note that your response to this application will form part of the supplier catalogue provided to users of the framework.

* 1. Contract quantities

It is envisaged the framework providers in each PCN will share 30% of the hours being delivered with the Principal Provider delivering 70%. Please note that there is no guarantee of work through this framework agreement.

* 1. Awarding contracts from the framework

Each time the Council has a requirement it will either:

* hold a competition involving all suppliers capable of performing the contract. This will involve inviting bids from Suppliers on the framework and will be scaled to the size and complexity of the requirement (“Further Competition”)

or

* directly award a contract to one supplier from information supplied in this Invitation to Tender and from the prices submitted in the price schedule (“Direct Award”)

The Council and any nominated users of the Framework Agreement reserve the right to conduct Further Competitions using the Competitive Flexible procedure where appropriate.

* 1. Duration of Call-Off Contracts

Contracts awarded under the framework may have a maximum total duration of 10 years. Contracts must be awarded during the term of the Framework.

* 1. Setting the evaluation criteria for Further Competitions

Users of the framework will be able to refine, but not fundamentally alter, the criteria specified below at 9.5. Each framework user will be able to decide what percentage of marks it wants to allocate to each of the evaluation criteria, within the maximum and minimum amounts allowed.

* 1. The criteria for further competitions

The award criteria for further competitions will be set within the ranges indicated in the table below:

|  |  |  |  |
| --- | --- | --- | --- |
| Evaluation criteria | Minimum and maximum % | Sub-criteria | Sub-criteria % of overall score |
| Quality including geographical presence, CQC/PAMMS rating, resilience and capacity | Can be between 70% and 100% | To be determined at further competition | To be determined at further competition |
| Cost | Can be between 00% and 30% | To be determined at further competition | To be determined at further competition |
| Total | 100% |  |  |

* 1. Direct contract award

The Council reserves the right for users of the framework to conduct a Direct Award process in addition to the further competition route, where the requirement can clearly be met through information supplied in this Invitation to Tender by a single Supplier.

Schedule 11 sets out the criteria for how orders will be placed.

# Important legal notice

**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 formally appoint to the framework 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 10.18 or 10.19 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 - Framework Agreement for South Norfolk**

NCCT43045

REQUEST TO PARTICIPATE

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** not used at this stage

## 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. Please indicate below which lot or lots you are applying for.

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

Form B: Grounds for exclusion

* **Applicants are to reproduce this Form B, retaining the question text and question numbering, and return it as part of their submission. Applicants are to 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.
* **Please do not append any documents unless specifically requested below.**
* If you cannot answer ‘yes’ to every question below it is very unlikely that your **Request to Participate** will be accepted, and you should contact us for advice before completing this form.
* Please see section 4.4 of this Request to Participation document for how this Form B should be completed if you are bidding as a lead contractor with sub-contractors or as a consortium.
* Applicants and any sub-contractor or member of a consortium who are also completing Form B must complete the self-declarations in relation to this Form B on behalf of all connected persons and entities, in accordance with The Procurement Act 2023 and the Procurement Regulations 2024.

## **B.1 Mandatory Grounds for Exclusion**

**We certify that we are registered on the Government’s Central Digital Platform, Find a Tender Service, and that we are not considered an excluded supplier under any of the provisions in** [**Schedule 6 of the Procurement Act 2023**](https://www.legislation.gov.uk/ukpga/2023/54/schedule/6)**.**

Yes

No

**If you have answered “no”, please provide an explanation below.**

## **B.2 Discretionary Grounds for Exclusion**

**We certify that we are registered on the Government’s Central Digital Platform, Find a Tender Service, and that we are not considered an excludable supplier under any of the provisions in** [**Schedule 7 of the Procurement Act 2023**](https://www.legislation.gov.uk/ukpga/2023/54/schedule/7)**.**

Yes

No

**If you have answered “no”, please provide an explanation below.**

## **B.3 Sub-contractors**

**We certify that the subcontractor(s) we use for this procurement are not an excluded supplier(s) under any of the provisions outlined in B.1.**

Yes

No

**If you have answered “no”, please provide an explanation below.**

**We certify that the subcontractor(s), and are not an excludable supplier(s) under any of the provisions outlined in B.2.**

Yes

No

**If you have answered “no”, please provide an explanation below.**

Please note that we will verify the information provided on this Form B with the Central Digital Platform.

We reserve the right to ask you to replace any sub-contractors that you are relying on to deliver the contract that are excluded or excludable suppliers.

Please provide a list of all sub-contractor you intend to use (regardless of whether they are key or not)

|  |
| --- |
|  |

Form C: Compliance with minimum standards

* **Applicants are to reproduce this Form C retaining the question text and question numbering and return it as part of their submission. Applicants are to 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.
* **Please do not append any documents unless specifically requested below.**
* **Responses to this Form C will be evaluated against the criteria at the end of the Form.**

## **Technical or Professional ability**

Our minimum standards for technical or professional ability are that Applicants have the experience, capabilities and qualifications set out in the questions below and are able to provide satisfactory references as evidence of their relevant track record. Please complete each question as instructed.

We need to be satisfied that your organisation has previous relevant experience in providing similar services.

* 1. **Do you have a proven track record and extensive knowledge and experience of providing Home Support at a rate of at least 350 hours care delivery per week to Local Authorities or other large organisations?**

Yes

No

If yes please provide detailed evidence of your organisation’s relevant experience, including details of previous clients and projects (maximum 500 words). If no, please explain how you think that skills you have acquired may be transferrable to this work. Please note that if you cannot evidence a proven track record and extensive knowledge of providing Home Support your application will fail.

**Answer below** (maximum 500 words)

* 1. **Does your organisation ensure that individuals employed to deliver Home Support as defined in the specification of requirements hold relevant and current professional qualifications?**

Yes

No

If yes, please provide details of the qualifications and memberships of professional bodies held by individuals who would be working on the contract (maximum 500 words). Please note that if you cannot evidence that individuals employed to deliver Home Support services as defined in the specification of requirements hold relevant and current professional qualifications your application will fail.

**Answer below** (maximum 500 words)

* 1. **Is your organisation regulated by CQC, or local equivalent if operating outside of the UK?**

Yes

No

If yes, please confirm your Registration Number, provide a copy of your registration certificate and any special conditions pertaining to your registration (maximum 500 words).

If you have answered 'No', please confirm that you will apply to CQC (or the local equivalent if outside of the UK) if successful and will have this registration in place prior to commencement of services. If you will not confirm that you will apply if successful and will have this registration in place prior to commencement of services, your application will fail.

What is your current rating with CQC or PAMMS?

You will need to be able to evidence that you have a Good or Above rated office within 6 months of Contract Award, either through CQC rating or PAMMS rating, whichever is most recent.

Please note – You are also required to have a physical footprint within the authority’s administrative region, providing further assurances of service provision. If you do not currently have this facility in Norfolk, you will have need to have the office registered and operational prior to commencement of the contract and the Council shall require you to provide evidence in your response that this is obtainable.

.

If you have answered 'No', your application will fail. If you not able to provide evidence in your response that you will have the office registered and operational prior to commencement of the contract your application will fail.

**Answer below** (maximum 500 words)

## **Performance**

**Has your organisation:**

1. had any contract terminated early for breach of contract in the last 36 months (this applies to any contract you have operated, not just Council contracts)?

Yes

No

1. had any contract amended or varied due to poor performance or contractual non-compliance in the last 36 months (this applies to any contract you have operated, not just Council contracts)?

Yes

No

1. been subject to any performance or warning notices (or similar notices) issued by commissioners or other bodies regarding any contractual or performance issues?

Yes

No

If your answer to any of the above is ‘yes’, please give details on a fully referenced separate sheet explaining what happened and what you have done to put matters right, and attach copies of any relevant correspondence with the relevant contracting authority or regulatory body. If you are unable to evidence what you have done to put matters right, your application will fail.

**Answer below** (a guide of 500 words)

To be scored as a pass/fail. If you fail this part of the application, your application will not be considered further.

## **References**

Applicants must have experience of providing the services they are applying to provide. Therefore, we require details of two people that can provide references per lot applied for, from organisations for whom you have provided services of a similar scope to the requirements within this procurement in the last 3 years. If applying as a consortium, we require each member to supply details of two referees. Voluntary, Community and Social Enterprises may include samples of grant funded work. **Failure to provide two eligible referees for each lot applied for** **may result in disqualification**

|  |  |  |
| --- | --- | --- |
| **Reference information** | **Referee 1** | **Referee 2** |
| Customer Organisation: |  |  |
| Customer contact name: |  |  |
| e-mail: |  |  |
| phone number: |  |  |
| Date contract awarded: |  |  |
| Contract reference and brief description: |  |  |
| Total contract value in GBP(£): |  |  |
| Contract length in years: |  |  |

Scored as a pass/fail. If you are unable to provide satisfactory referees we will not take your application further.

## Economic and financial standing

The information provided will be used to assess your Organisation’s financial standing.

**Our minimum standards for economic and financial standing are that:**

* Applicants comply with regulatory requirements relating to the filing of statutory accounts
* Applicants’ statutory accounts (if any) have received a ‘clean’ audit opinion or, where the audit opinion is qualified, suitable, appropriate and timely action has been taken to deal with the issues raised;
* The financial aspects of Applicants’ organisations (including but not limited to the payment of creditors) are properly managed;
* Applicants’ organisations are financially sustainable, including adequate liquidity, profitability, balance sheet strength and cash flow.

**Checks and review:**

1. We will first check that your statutory accounts (where you are required to file them) have been filed on time. If they are overdue, we will seek an explanation from you and, if no acceptable explanation is forthcoming, we will not take your application further.
2. We will make checks with a credit rating agency and, if there are any adverse reports (such as High Court writs, County Court Judgements, or qualifications to your auditor’s report) we will seek an explanation from you. If no acceptable explanation is forthcoming, we will not take your application further.
3. Subject to (1) and (2) above we will review the information provided and publicly available information and will consider whether there are “warning signals” which, taken together, indicate significant cause for concern about your financial stability. These may include:
4. falling cash levels
5. falling profit margins
6. increasing overdraft with static turnover
7. major reductions in staffing
8. increasing employment with static turnover
9. increasing debtor and creditor days
10. larger increases in creditors than debtors
11. deteriorating liquidity
12. over-reliance on short term debt
13. high gearing
14. unsatisfactory results of ratio analysis
15. increasing pension liabilities
16. heavy write-offs of foreign or subsidiary holdings
17. late filing of accounts
18. qualified accounts
19. profit warnings
20. County Court Judgements (CCJs)
21. poor credit ratings
22. unusual accounting policies
23. changing auditors and bankers
24. debt rating downgrades/alerts
25. concerns raised by investment bank prospect reports
26. adverse press reports.

We may seek further information or explanation from you about any such matter.

**Information required:**

The following financial information is required to be provided and an assessment will be undertaken to produce a summary profile of your organisation's financial condition and that of its ultimate parent (if applicable).

If you have changed your legal identity during the last two years, please provide accounts for both old and new identities.

A qualitative assessment will be used to identify the level of risk presented by your organisation the results of which will be categorised either as a Low Risk, Medium Risk or High Risk.

The Council may seek further information from any Applicant about their economic and financial standing during the evaluation.

The Council may also ask any Applicant whether it is willing to offer a financial guarantee (such as a parent company guarantee or ultimate holding company guarantee) and/or a performance bond and/or any similar instrument and may take into account the comfort offered by these instruments in its assessment of whether financial risk is ‘high’.

**In order to meet minimum standards your organisation must be categorised as either a 'low' or 'medium' risk. Applicants categorised as a 'high' risk will be eliminated and their application will not be taken further.**

1. Please provide a copy of the audited accounts at i for the most recent two years. If this is not available please provide one or more of ii, iii or iv to demonstrate your economic/ financial standing. Please indicate which items you have attached to your bid by ticking “yes” or “no” in the relevant box.
2. A copy of the audited accounts for the most recent two years.

Yes

No

1. A statement of the turnover, profit and loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation.

Yes

No

1. A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.

Yes

No

1. Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).

Yes

No

1. Have you complied with regulatory requirements relating to the filing of statutory accounts, including filing accounts on time?

Yes

No

**If you have answered “no”, please provide an explanation below**

1. Where the Council has specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this **Conditions of Participation,** please self-certify by answering ‘Yes’ or ‘No’ that you meet the requirements set out here.

Yes

No

**If you have answered “no”, please provide an explanation below**

1. Where the audited accounts (if any) provided do not cover the most recent full financial year (or part financial year if you have been trading for less than one financial year), please provide a statement of your turnover, profit & loss and cash flow for that financial year (or part year if full year not applicable) and an end period Balance Sheet, or a draft set of accounts.
2. Where a Consortium or Association is proposed, the information is requested for each member company.

**Evaluation**

For each candidate we will prepare an analysis stating a summary score, from 1 to 3, as follows

1 – High risk Unacceptable financial risk

2 – Medium risk Some concerns but acceptable

3 – Low risk No material concerns

and a summary justification for the score given, reflecting reasoned professional judgment, where an Applicant receives a score of 1.

Parent Companies will not be reviewed unless a company fails its initial assessment.

We will eliminate Applicants who score 1.

## Modern Slavery Act

If you have an annual turnover of at least £36 million and are a relevant commercial organisation as defined in the Modern Slavery Act 2015, please confirm that you have published a statement and that you meet the requirements of Section 54 and any guidance issued under Section 54 of the Modern Slavery Act 2015.

Yes

No

N/A – our turnover is less than £36 million and we are not a relevant commercial organisation as defined in the Modern Slavery Act 2015.

If you cannot answer yes to this question where you have an annual turnover of at least £36 million and are a relevant commercial organisation as defined in the Modern Slavery Act 2015, your tender will be rejected.

## Health and Safety

The Council needs to be confident that Applicants have a good track record of managing Health and Safety both for their own organisation and the public, and organisations should be able to demonstrate they have previous experience in undertaking the type of work involved safely. In order to demonstrate this please answer the following questions.

**We have identified risks for this contract due to it being for Care.**

The Council reserves the right to seek further information from any Applicant to support the statements provided below, including but not limited to requesting copies of relevant policies and procedures, method statements and copies of risk assessments for this type of work, and verifying that any stated sub-contractors meet the same standard.

**The criteria at the end of this Form C will be used to evaluate the responses to each of the questions in this section. If you do not pass this part of the evaluation, your** request to participate will be rejected.

* Please limit each response to a maximum of 500 words.
* **The responses to these questions will be evaluated by Norfolk County Council's Health and Safety team.**

1. Please provide a health and safety risk assessment or a written explanation of the significant hazards present in your business and the control measures that you employ.

We are looking for information that confirms that a suitable approach to controlling **significant** risks is in place. You should answer these questions with suitable input, if needed, from your company or organisation’s health and safety adviser. Your response should include:

* What you regard as the significant hazards associated with your business
* Who you think could be harmed by those hazards
* What you do to control the risks

**Answer below**

1. Please provide details of health and safety responsibilities and organisation arrangements relating to your business.

We are looking for information that confirms that essential safety management arrangements are in place. Your response should include:

* Who has senior management responsibility
* Who provides you with competent health and safety advice
* What health and safety training you provide, relevant to your business
* How health and safety is monitored and reviewed
* How you select and monitor sub-contractors for your business. If you do not sub-contract, please state Not Applicable.

**Answer below**

1. If your work involves activity where registration or licensing with a statutory body is required, please provide details of e.g. the date of the last inspection by CQC and the outcome; or details of how your employees meet competency requirements for gas and electrical safety or licensed asbestos work.

Where there are no relevant regulatory bodies for your work, please state Not Applicable.

**Answer below**

1. In relation to your business, please give details of any pending or completed prosecutions and prohibition or improvement notices served by the HSE, EHO or Fire Service and actions taken as a result, over the past three years.

A number of significant incidents will not automatically preclude an organisation from the process, unless the evidence provided about the actions taken is unsatisfactory, or there are enforcement actions for the same type of deficiency.

**Answer below**

1. In relation to your business, please provide the following information for the last three years:

* The number of incidents reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
* A summary of incident details, investigation findings and actions identified to prevent recurrence.

Confirmation that all actions have been implemented

**Answer below**

## Environmental management

1. Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority) or have any prosecutions pending?

If your answer to this question is “Yes”, please provide details of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served.

The Council will not appoint Applicants that have been prosecuted or served notice under environmental legislation in the last 3 years, unless the Council is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches

Yes

No

**If your answer to this question is “Yes”, explain below**

1. If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation?

Yes

No

N/A

**If your answer to this question is “Yes”, explain below**

**Where a written response has been provided to support a “yes” for question 1, it will be scored against the criteria at the end of this Form C. If you do not pass this part of the evaluation, your** request to participate will be rejected.

## Corporate Carbon Reduction Plan

Please confirm that your organisation is publicly committed to achieving Net Zero by 2050 and provide a copy of your **corporate** Carbon Reduction Plan (CRP). The CRP should align with the requirements set out in [Procurement Policy Note 06/21](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fgovernment%2Fpublications%2Fprocurement-policy-note-0621-taking-account-of-carbon-reduction-plans-in-the-procurement-of-major-government-contracts&data=05%7C01%7Cche.metcalf%40norfolk.gov.uk%7Cf464bb30f4124ee74a1908db8c45cdac%7C1419177e57e04f0faff0fd61b549d10e%7C0%7C0%7C638258003645197552%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=kfFJj5o7u4zXA3J66h%2BaDQPj%2BPke1Uyb0BhZovOpaj8%3D&reserved=0) (PPN 06/21).

Yes

No

**If you are unable to answer ‘yes’ to this question we may not take your application further.**

**The Carbon Reduction Plan will be scored against the criteria at the end of this Form C. If you fail this part of the evaluation, your tender is likely to be rejected.**

## Compliance with equality legislation

For organisations working outside of the UK please refer to equivalent legislation for the country or countries in which you are located.

1. In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)?

Yes

No

1. In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination?

Yes

No

If you have answered “yes” to either or the questions above, please provide a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.

If the investigation upheld the complaint against your organisation, please use the written response to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.

You may be excluded if you are unable to demonstrate to the Council’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.

**If your answer to questions 1 or 2 is “Yes”, explain below**

1. If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?

Yes

No

N/A

**If your answer to this question is “No”, explain below.**

**Responses to questions 1 and 2 will be scored against the criteria at the end of this Form C where a written response has been provided to support a “yes” to either of these questions. If you fail this part of the evaluation, your** request to participate is likely to be rejected.

|  |  |
| --- | --- |
| Descriptor FOR THE ALLOCATION OF PASS/FAIL scores | Mark awarded |
| The application shows one or more of the following features appropriate to the question:   * Applicant has not provided a response * Applicant provides a response of such a poor standard as to provide no confidence that the Applicant could meet the requirements * Applicant provides no evidence that their experience and/or expertise is relevant to this contract * The Applicant has demonstrated poor industry practice in their response * The Applicant does not hold the required qualification(s), registration(s) or licence(s) in order to perform the contract and will not do so by contract commencement * Supporting documents (where requested) are of insufficient quality, depth or relevance to provide any confidence that the Applicant could meet the requirement. | Fail |
| The application shows, relevant to the appropriate question, that:   * The Applicant has the required experience and/or expertise to provide the service and provides some confidence that they would be able to perform the contract * The Applicant has demonstrated that they have the capability to perform the contract * The Applicant has demonstrated that they hold the required qualification(s), registration(s) or licence(s) in order to perform the contract or that they will do so by contract commencement * The Applicant has demonstrated good industry practice in their response * The supporting documents (where requested) are of good quality, relevant and of sufficient depth and demonstrate that the Applicant could meet the requirement. | Pass |

Form D: Willingness and ability to comply with contractual requirements

* Applicants are to reproduce this Form D, retaining the question text and question numbering, and upload it as part of their submission. Applicants are to 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.
* **Please do not append any documents unless specifically requested below.**

D1. Conditions of contract

The following questions are marked as pass/fail, where “yes” is a pass, and “no” is a fail

.

**D1.1 Terms and conditions**

We are willing to enter into the contract in accordance with the specified terms and conditions, without modification.

Yes

No

.

**D1.2 Data Protection**

We understand the requirements of the Data Protection Act (DPA) 2018 and guarantee our ability to comply with the applicable regulations and legislation and with the Data Processing Schedule appended to the terms and conditions.

Yes

No

**D1.3 Data Centres**

Norfolk County Council as data controller must ensure that any personal data provided by it to you as processor is handled and stored in such a way that it is protected according to UK GDPR standards. That applies even where your data centre is outside of the United Kingdom or European Union. Should your data centre be located in a third country, please confirm what country this is and, where necessary, what measures you propose to guarantee an equivalent level of protection.

Where will you store and handle personal data pertaining to the contract?

UK:  Yes  No

European Union:  Yes  No

If somewhere outside the EU or UK, where are your data centres located:

If you have selected a country outside the UK or European Union, please confirm what country this is and, where necessary, what measures you propose to guarantee an equivalent level of protection.

**Please answer below:**

Norfolk County Council in recognition of its responsibilities as data controller is unable to process your application if no response to this question is received, or if the response, in its opinion, is unclear or unable to establish how an equivalent level of protection is to be provided. You should consider taking legal advice on this issue if you are unsure of how to respond.

**D1.4 Insurance**

Please provide details of your organisation’s insurances.

|  |  |  |
| --- | --- | --- |
| Specific minimum insurances | We already hold this insurance (state insurer, policy number, extent of cover and expiry date below) | *Or* We are willing and able to obtain and maintain this insurance if awarded the contract (answer yes below) |

|  |  |  |
| --- | --- | --- |
| Employer’s liability to at least to the level required by law |  |  |
| Public liability to £5,000,000 in respect of any one claim; no annual or total cap |  |  |

|  |  |  |
| --- | --- | --- |
| Unless already provided for as part of your Public Liability Insurance, Cyber Liability cover (First and Third Party) to a minimum of £2,000,000 in respect of any one claim, including as a minimum; loss of data, stolen data, identify theft, loss of monies, loss of reputation and media coverage; no annual or total cap. |  |  |

We reserve the right to request copies of policy documents to verify the level and types of coverage offered and ensure that they are suitable for the service.

Scored on a pass/fail basis: If you do not currently hold and are unwilling or unable to obtain the minimum levels of insurance, your application will be rejected and you will not be invited to tender.

Form E: Shortlisting Questions

* Applicants are to reproduce this Form E retaining the questions and numbering and return it as part of their submission. Applicants are to 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 shall 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 shall 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.**
* Where answers are limited to a maximum number of words, do not go over that limit. Any part of an answer beyond the point of the maximum is highly likely to be disregarded. If the word count is causing you significant issues with answering a question thoroughly, please raise this as a clarification.
* Please ensure all answers are fully referenced to the relevant question.
* The scoring matrix for this Form E as set is set out in Section 8.

**E1 GENERIC QUESTIONS**

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

### E1.1 Workforce (20%)

Please provide details of how you have sourced and/or recruited staff in order to meet the required level of service for previous contracts.   
• This may include recruiting and training new entrants to the care industry, including apprenticeship schemes.  
• Please include details of any actions you have taken to address any issues regarding providing the workforce for the service required.

(Maximum 500 words)

|  |
| --- |
| **Type response here** |

### E1.2 Performance Management (20%)

Please provide an outline of your organisation’s internal performance management processes.  
  
Please provide evidence to show how you have applied your performance management processes successfully   
Your answer should include:  
• How you have monitored the quality of performance of your staff.   
• How you identified areas that needed improving and what did you did to implement the improvement.  
   
 Please outline your process for responding to commissioner requests for performance inform

(Maximum 750 words)

|  |
| --- |
| **Type response here** |

### E1.3 Voice of the Service User and Stakeholders (30%)

Please note – part a will be evaluated by Service User representatives. Please describe, providing an example, how your organisation has:-

1. Ensured that the voice of the Service User is taken into account in the delivery of the service, including the Service User in their care planning as appropriate and how you measured customer satisfaction. (10%)
2. Engaged and listened to stakeholders to improve the service.  
   Built community capacity to improve outcomes for the Service User.  
   Delivered innovation to improve the service delivered to the Service User. 20%

(Maximum 1000 words)

|  |
| --- |
| **Type your response here part a** |
| **Type your response here part b** |

### E1.4 Safeguarding and Incident Reporting (20%)

Please describe how you have addressed safeguarding issues in the delivery of previous services, including but not limited to:  
- Ensuring staff are able to recognise all associated safeguarding risks and act appropriately;   
- Ensure services participate in a multi-agency approach to safeguarding, where appropriate;   
- Ensure there are robust mechanisms, at all levels of the organisation, for monitoring, identifying and addressing safeguarding matters

(Maximum 750 words)

|  |
| --- |
| **Type response here** |

### E1.5 Managing and minimising disruption during periods of planned, or unplanned changes (10%)

Describe your experience in managing and minimising disruption to service users and staff during periods of planned, and/or unplanned changes, including but not limited to:   
  
• Putting in place contingency arrangements to provide service cover, for example during periods of adverse weather conditions, sickness absence, and/or staff shortages;   
• Service developments, such as: managing the transition of a service following a tender process, merging with another organisation, and/or remodelling

(Maximum 500 words)

|  |
| --- |
| **Type response here** |

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.

|  |
| --- |
|  |

**For Information ONLY and to assist you in preparing**

**Please do not respond to the following questions. You will only be required to respond if you are successfully shortlisted to the next stage.**

**Any completed response to the questions in Form F – will not be considered, read or evaluated at this stage.**

**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 Understanding the Service (50%)

You will be delivering the services as a Framework Provider in a specific lot.

1. How do you see your role working with the Principal Provider?
2. What specific opportunities and challenges of delivering as a framework provider do you see  
     
   How will you:
3. Ensure a whole systems approach, explaining how the different components will work together
4. Meet the requirement to be flexible in order to continually develop services and to be innovative.
5. 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

**Answer below** (A guide of 1000 words)

|  |
| --- |
| **Type response here** |

### F1.2 Performance Monitoring (30%)

Please provide a clear outline of how you will ensure good performance in the following areas.

1. Continuity of care workers for service users as and when appropriate
2. Reliability and attendance
3. Delivery – including missed visits, double ups, emergencies, out of hours service
4. Liaison with the Council’s contracts manager
5. Maintaining up to date and accurate records in respect of the service user

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

|  |
| --- |
| **Type response here** |

### F1.3 Operating Challenges (20%)

Please provide a clear outline of how you will deal with the following operational issues:

1. Service users refusing care at the door
2. Allegations of abuse
3. Need to provide user friendly information to service users about your services, both generally and specific to the individual service user
4. Communicating effectively with your staff, service users and other key organisations
5. Delivering services in a way which enables service users to achieve maximum independence

**Answer below** (A guide of 500 words)

|  |
| --- |
| **Type response here** |

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) |  |
| * For VAT Registered Organisations provide a copy of your VAT certificate |  |

|  |  |
| --- | --- |
| * Form B |  |
| * Form C including references, plus supporting financial information |  |
| * Form D |  |
| * Form E |  |
| * This Form Z |  |

|  |  |
| --- | --- |
| 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. |  |