

Pre-tender event for Single Framework August 31 2023 – ‘Getting Tender Ready’

SUPPLIER QUESTIONS

Question	Response
Can we have a timetable for process to help us plan around leave and absences.	Please refer to the BCC webpage for the Single framework to see information shared to date to providers - this includes indicative timescales Single Adult Social Care Framework (bristol.gov.uk)
Can you share the link for Pro-contract/Due North to enable us to register? As the tender is only for 6 weeks, it would be helpful to answer the SQ asap.	In order bid for Bristol City Council you will need to be registered as a supplier on ProContract - https://procontract.due-north.com/SupplierRegistration/Register
If we are a single provider with multiple sites, do we need to register per site or once per provider?	This will be confirmed in the ITT but likely that you will only need to register once
Social Value question: could you clarify if companies should enter details of the social value they offer/hope to offer in respect of the particular service they are tendering for ONLY. Or if they can submit details of social value they provide elsewhere, in respect of their wider services.	Hopefully you should see an answer question to this question in the social value section - but if you would like further clarification once we get to that part of the agenda, please ask again in the chat
if we have an existing contract which has another 18 months to run, do we have to apply to get on the framework in this first tender opportunity or will there be further opportunities to do so at a later date?	There will be other opportunities to apply to join the framework beyond the first opportunity. This will be detailed in the ITT when published. If you have an existing contract, I advise seeking further clarification about your existing contract at the next contract management meeting
If you are a new company and don't have the required insurance yet or three years of accounts, do we ask a clarification question about what to do via the portal? or do we email it?	Yes, please submit a question via the messaging function on ProContract
Is it a word or character count within the responses?	Yes, there will be, this will be published in the ITT and listed with each tender question.
For a national provider with several homes, do we need to submit a separate tender per home?	This will be confirmed in the ITT but it is likely that you will only need to submit one tender per provider.

<p>As a new provider who does not have any contracts with local authorities, but have private paying clients or those who pay with direct payments, are we at a disadvantage with the evidence we can provide? We've previously been asked for service user feedback to be submitted which we can do - should we specifically ask if this is required? Also with regards to showing training matrix's over, and we just have a couple of members of staff, is it a disadvantage?</p>	<p>No you shouldn't be at a disadvantage. There is a section asking for 2-3 reference and we ask they are as similar as possible to you are tendering, within the last 5 years. But if you don't have this your will, not be marked down but will still need to provide references e.g. from private client, private health care. You will not be at a disadvantage with just a couple of members of staff.</p>
<p>could you commit to updating the log as each question is answered rather than batch update?</p>	<p>Yes, where we can answer question and update the log straight away, we will do, however there might be questions which will take a little longer to answer and this will be done as soon as possible.</p>
<p>Follow on to multiple site question - we also have several legal entities how does that work?</p>	<p>This will be detailed in the ITT and if you have further question, ask via the portal.</p>
<p>Hi, what date will the framework go live?</p>	<p>To be confirmed.</p>
<p>Do you have to have an office in Bristol to be awarded a place or will you consider a company outside of Bristol?</p>	<p>You do not have to have an office in Bristol for all Lots, it will depend on which Lot you are applying for, please look at each Lot specifications.</p>
<p>Must every supplier be CQC register</p>	<p>This will depend on the Lot and the service that is being delivered, if it is a regulated service it will need to be regulated by CQC.</p>
<p>What if a location has more than one Local Authority contract in operation for the delivery of care - is the provider expected to alert the other LA as to a potential change or will BCC. we operate with South Gloucester as well as BCC in the same location</p>	<p>Look through the ITT documents first of all to see if it will make potential changes to other areas or contract.</p>
<p>I have recently set up my own consultancy but used procAcis for my previous employer and successfully secured bids. Given I haven't traded yet in my consultancy without the insurance and financial accounts details can I refer to the past procurement's I have secured with my local authority?</p>	<p>You must apply as the new consultancy, and you can self-certify that you have the insurance in place. You can refer to your experience of past procurements, and can have references from previous employers but, you can't use financial account details from a previous contract. If you don't have 3 years account details, read the ITT and if you have any questions, send them in and we can let you know alternative ways to evidence financial standing.</p>
<p>You say we need to provide references. You also say that the people assessing the tender will not be the people who know us already. Can our references therefore be people we already deal with within BCC?</p>	<p>References are usually for contracts with other councils. If you don't have these, you can include people from BCC as a referee.</p>

Are you encouraging new providers to bid even if not currently operating in Bristol?	Yes
Will you be able to provide a few weeks' notice of the supplier engagement event dates as short notice can make it difficult for someone to attend from smaller providers?	Yes, we will give as much notice as we can.
Single Adult Social Care Framework webpage:	https://www.bristol.gov.uk/business/tenders-and-contracts/for-social-care-providers/single-adult-social-care-framework
As a current provider in BCC, do I have to apply for the coming Tender, also can I apply for another lot from my current lot.	You can apply for as many lots as you wish.
Equalities	
Will there be a list of all of these prompts to help us answer the specific points please?	There won't be a list of prompts, the question will have a main question and sub criteria. But the prompts outlined in the presentation can be found in the PowerPoint for your reference. The ITT will give the details of the questions and how they will be evaluated.
When giving examples, its often asked something like 'how have you used a complaint to initiate new processes'... if we haven't yet had a complaint, can we just say 'we haven't yet had a complaint, if we were to, this is what we would do...'	Explain you haven't had a compliant, but set out what procedure you would follow. You will not be discriminated against for not having previous experience.
if I have no clients yet and am new provider how best do I answer questions that need previous examples,	As with the previous answer, explain you haven't worked with clients but set out what procedure you would follow. You will not be discriminated against for not having previous experience.
In terms of making things accessible in community languages for example, is there support from BCC to translate adverts for staff/volunteers etc? E.g. signposting	There are resources BCC can signpost provides too.
Whilst everything in the presentation is understood, the whole sector has to manage protected characteristics in a way that supports the clients' needs. Is this an acceptable way to base our responses?	We would expect examples of how subjectively this is achieved and tailored to meet needs. As an organisation how do you give due regard to the legislation, include your reasoning and what you do e.g. case study examples or policies you have in place.
Business Continuity	
We have comprehensive plans but rarely discuss as a separate item in this type of event. Is there a framework specific BCP within the authority and /or are there authority resources available that we could refer to as part of and	There are forums across the South West where business continuity is discussed, and businesses can be part of these discussions. The Emergency Preparedness and Resilience team can provide advice.

in support of, our existing company and site specific business continuity plans? we are out of area currently. (Meaning more about working in partnership with the L.A in time of an emergency)	Look at the Business Continuity Institute – they run a quarterly working group in the South West which you can join.
Since we have a number of care homes, the bcp for each home varies, do we have to submit bcp of each care home or we can submit our general bcp template?	Be mindful of the sub criteria and what you are providing as a service. If providing an overarching plan and have individuals plans sitting underneath this, this must be explained.
in what way has the expected response been simplified compared to previous expectations ?	Terminology and language has been simplified where possible. Where this has not been possible we look to better define those terms for clarity.
I note that you are recording this meeting. Apologies if this has been addressed. Are you able to send the recording to providers?	Yes, we intend to upload it our website and/or distribute to providers. we intend to share the recording and slides with all attendees. It will also be added to the BCC ASC Provider Forum, and shared with the Single Framework tender once live
Social Value	
What fees will you expect us to pay, and will these be covered in the price?	Fees table provided
What do you mean by paying fees?	Fees table provided
You only complete the portal if you receive more than £100k.? Won't we have to register to complete anyway.	No, evaluation of tenders less than £100k now happens separately to the Portal
First, I have heard of "social value portal" Should we already be registered on that somewhere?	No, you will be advised at which stage you need to register within the tender documents
the last slide said there would be fees for us to pay for contracts over 100k	Fees table provided
If we register, can we do this once or does a provider need a separate registration across the country	One registration is required per contract rather than per company, so multiple registrations required to enable evaluation and monitoring
why on Earth would we not be able to use the social good we're already doing? Another supplier response - Probably because larger providers, with existing social value commitments, would always win the contract against smaller organisations focused on less services?	That is one reason, but the main reason is the Social Value Act enacted in BCC Social Value Policy requires additionality for each Social Value commitment made
what are the fees? I.e. we need to know the fees we would pay at 100k so we can factor in.	Fees table provided in the presentation
The Social Value Portal fees are prohibitive - please can you tell us what benefit Bristol gets	BCC uses SVP to consistently evaluate, monitor and report on Social Value

from using the SVP because in our experience it is a negative experience for providers	
As a company that already has a lot of social value initiatives, are you saying they count for nothing in this process and why do we have to spend more money which will only limit additional social value projects we can engage in?	The Social Value Act enacted in BCC Social Value Policy requires additionality for each Social Value commitment made
would it be best to consider a targeted social value for the framework, rather than apply a value which is £0 or apply social values to a social value added sector, and at an extra cost to provider and with a range of single to multiple site providers	Targets and overall commitments for Social Value are being considered for some Lots
We would like to hear about fees now please.	Fees table provided – please see presentation
Please can you confirm current placements are not included in the £100K threshold and this will apply when we secure new placements specifically on this new contract to the value of over £100K? Supplier comment - I believe the fees rise as business increases	Yes, this will apply to new placements and Fees table provided
We find the social value portal expensive fee wise and time consuming to complete each quarter	Thank you for the feedback, we are continuously working with SVP to make the process easier. Fees table provided.
again, how has the application process been simplified compared to previous tenders?	Targets and overall commitments for Social Value are being considered for some Lots; SVP registration not required for all levels of spend
Fees go up based on income even if that increase is from independent fundraising, so we end up with static contract funding but related SV fees going up. Supplier comment - cancelling out the 'value added' that the voluntary sector can bring...	Fees table provided.
so if I understand correctly, we PAY for the privilege of adding SV (for free!) and we have to report on it separately from the contract so = extra resourcing too.	Fees table provided.
Please can you supply a link to the fee information for us to read	Fees table provided.
If you are not on the SVP would this mean, we would not be considered as a viable tender? How does this work when we are being forced to employ from international recruitment due to local people not joining social care!	You will be advised at which stage you need to register within the tender documents
	Link to procurement guidance on BCC website - https://www.bristol.gov.uk/business/tenders-and-contracts/selling-to-the-council-procurement-rules-and-regulations

Health and Sustainability	
<p>The Bristol Eating Better Award is not compatible with care. It's all about reducing fat, calories, portion sizes. We have to fortify foods for many of our residents.</p> <p>every one of the questions for the awards are about REDUCING salt, fat, sugar and portion sizes</p>	<p>Bristol Eating Better Award: See BEBA Care sector guidance.</p>
<p>We lease building space and are not in control of where our energy is bought. How do we tackle this/answer the question?</p>	<p>Some organisations have given examples of them putting pressure on landlords to change where energy is bought, but we understand this might not be possible. Provide examples of what you are doing within your office space such as making sure devices switched off at end of day, looking to replace for energy efficient IT equipment, reducing the amount of printing. You will not be discriminated for being a tenant within a leased property. We are looking for you to show the steps you can take which are within your influence and that there is a plan in place.</p>
<p>Are you going to be asking for a detailed carbon reduction plan to be included in the bid on a pass/fail basis? Creating a CRP takes considerable time and money for providers. It would be better for providers to state that they will work towards creating a CRP during the contract term</p>	<p>There will be different scenarios, we are likely to be looking for commitment to reduce carbon production are set up phase, then later on looking to see specific project you will deliver at part of the contract. There are no plans in place when this will be, but likely to be at call off stage, so there will be time. Within the guidance mentioned includes templates and we are only looking for a 1-2 page table or what you will do and how you will do these things.</p>
<p>We were on a contract for electricity from renewable sources but with recent price escalations this has not been possible to continue despite that being our preferred option. BCC can't afford it in the price.</p>	<p>Comment acknowledged and we understand things do change during a contract due to changing circumstances. This type of issue would be picked up at contract monitoring. It is worth making sure you do not over commit and only make commitments which are within your control and that can be achieved. Then during the contract when things do change, we can amend and take them into consideration during contract monitoring.</p>
<p>Please can you add the link to the cabinet report (going 5th Sept) in the chat?</p>	<p>ModernGov - bristol.gov.uk</p>