

**Report of** Interim Chief Officer Commissioning

**Report to** Director of Adult Social Services

**Date:** 21<sup>st</sup> September 2016

**Subject:** To seek approval from the Director of Adult Social Services to award the contract for the Leeds Sensory Impairment Support Service (LSISS) to BID Services

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: 10.4 (3) Appendix 1 to this report has been marked as exempt under Access to Information Procedure Rule 10.4 (3) on the basis that it contains information relating to the financial or business affairs of any particular person (including the authority holding that information) which, if disclosed to the public, would, or would be likely to prejudice the commercial interests of that person or of the council. The information is exempt if and for so long as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information. In this case the report author considers that it is in the public interest to maintain the exemption.	<input checked="" type="checkbox"/> Yes	

**Summary of main issues**

1. The purpose of this report is to recommend that the Director of Adult Social Services approves the award of the contract for the Leeds Sensory Impairment Support Service to BID Services. This report provides the background to the decision to procure the Leeds Sensory Impairment Support Service (LSISS) for individuals who are deaf, blind and affected by dual sensory loss. It outlines the procurement process utilised and details the Pre-Qualification Questionnaire (PQQ) and tender stages of the process. Appendix 1 provides a breakdown of the evaluation and scoring of the bids received and the prices submitted.
2. Appendix 1 to this report is confidential and exempt under Access to Information Procedure Rule 10.4 (3) as it contains information relating to the business affairs of each organisation involved in the procurement it is felt that if this information is disclosed it would, or would be likely to, prejudice the commercial interests of the Council.

## Recommendations

3. The Director of Adult Social Services is recommended to approve the award of the contract for the Leeds Sensory Impairment Support Services to BID Services for a period of five years commencing 1st April 2017 to 31st March 2022.
4. The Commissioning Manager, Adult Social Care, will implement this decision directly after it has been taken, subject to the necessary clearance process being completed and compliance with the Public Contracts Regulations 2015, such as the satisfactory conclusion of the vetting process and the Alcatel standstill procedure.

### 1 Purpose of this report

- 1.1 The purpose of the report is to seek approval from the Director of Adult Social Services to award a contract for the Leeds Sensory Impairment Support Service to BID Services for a five year period.

### 2 Background information

- 2.1 The provision of sensory loss services was previously placed out to tender in 2010 which resulted in the award of two single contracts. BID, a Birmingham based Sensory Impairment service was awarded a contract to provide a range of services for Adults who are deaf and hearing impaired and Leeds Vision Consortium (LVC) provides services for blind, sight impaired and individuals affected by dual sensory loss.
- 2.2 Adult Social Care also holds contracts with Sign-health and the Association of Blind Asians to provide a range of support and care interventions to a broad range of people affected by sensory loss. Their contracts, along with those held by BID and LVC expire on 31<sup>st</sup> March 2017.
- 2.3 In 2015, ASC proposed a new service model which combines the four existing contracts into one single commissioned service. This revised model aims to: ensure a consistent source of information; provide skills support for generic and specialist staff; avoid duplication of service provision and ensure efficiencies in costs.
- 2.4 In line with best value and the requirement to achieve efficiencies, Leeds City Council gave Adult Social Care the authority to consult service users regarding the proposed new service model and consequent authority to procure.
- 2.5 An evaluation team was established to assess the bids and was made up of the following individuals:

Adult Social Care Manager (Chair)  
Adult Commissioning Officer  
Leeds City Council Senior Rehabilitation Officer  
Consultation and Involvement Officer

An Expert Reference Group (ERG) was established to provide the evaluation panel with support as consultees. The ERG consisted of a deaf person and a blind person with knowledge of service issues.

The process was supported by representatives of the Projects, Programmes and Procurement Unit.

- 2.6 Following the completion and outcome of the consultation, a bidder's day event was held on 3<sup>rd</sup> March 2016 to outline ASC's intention to procure a combined sensory loss service.
- 2.7 In accordance with the Public Contracts Regulations 2015, the contract opportunity was advertised in the Official Journal of the European Union under the open procedure on 4<sup>th</sup> May 2016 with the documents being published on the council's Yortender tendering system with a closing date of 22<sup>nd</sup> June 2016.
- 2.8 Tenders were evaluated against a number of quality questions that comprised 60% of the available marks (600 marks) with the pricing element comprising the remaining 40% of the marks (400 marks).

The method statement questions covered the following topics:

- Implementation Plan
- Marketing and Promotion
- Performance Management
- Governance
- Quality Assurance
- Premises
- Employment and Skills
- Co-production
- Equality and Diversity
- Performance

### 3. **Main issues**

- 3.1 Two tenders were received by the deadline of 22<sup>nd</sup> June 2016 which was evaluated on a consensus basis by the evaluation panel.
- 3.2 Both bidders passed the technical questions at the Pre-Qualifying Stage and therefore had their tender submissions (method statement) evaluated.
- 3.3 On completion of the evaluation of the method statement responses, Bidder B secured an insufficient score to permit them to progress to the interview stage, in accordance with the tender instructions. . Even allowing for the 150 points available at interview, they would not have been able to surpass the points achieved by BID Services at the end of the interview stage. The Evaluation Panel informed Bidder B of this and invited BID Services to attend an interview. The above process was undertaken as per the written instructions within the tender documentation.
- 3.4 Interviews formed part of the procurement exercise and were undertaken by the Evaluation Panel. The interviews consisted of eight questions covering the following topics:
- Transfer of Staff
  - Service Continuity
  - Partnership
  - Service Delivery
  - Accessibility

- Governance
- Equality and Diversity
- Co-production

3.5 The tenders were evaluated using a 60% quality and 40% price split. The scores awarded to both bids are contained in the attached Appendix.

The final score obtained by BID Services was 450.50 for quality and 400 for price as BID submitted the lowest price (850.50 points in total).

3.6 The contract based on the outcome of the evaluation process should be awarded to BID Services commencing 1<sup>st</sup> April 2017. It has been established that TUPE applies to this contract and information regarding staffing, terms and conditions has been shared by the current providers and will be monitored by the Commissioning Manager during the mobilisation period.

3.7 BID Services will deliver this contract as the Prime Contractor with support from their partners Feel Good Factor, Association of Blind Asians and Age UK Leeds.

3.8 In accordance with the Public Contracts Regulations 2015, the vetting process will be concluded prior to the commencement of the contract. This will include the vetting of Health & Safety and Safeguarding Policies, and ensuring that appropriate levels of insurance are in place.

3.9 The terms of the contract allows the Council to terminate the contract by giving six months' notice should priorities change or funding is no longer available. The specification also facilitates flexibility in service levels commissioned, in case of greater demand than anticipated.

3.10 The Terms & Conditions of the contract include standard provision for default and dispute resolution

3.11 To ensure that individuals with visual and/or hearing impairments are at the centre of future service delivery, the new service specification was designed around the specific objectives outlined in Adult Social Care Outcomes Framework (ASCOF) 2015/16; Leeds Health and Wellbeing Plan and the Better Lives objectives.

3.12 Performance will be monitored through a series of Key Performance Indicators as detailed in the contract and reviewed at monthly operational meetings. The priority performance indicators and targets are:

- number of people using this service
- number of people referred to this service and the referral source
- compliments and complaints received, including feedback from individuals and carers
- safeguarding issues
- Case studies (evidencing outcomes and a shift in meeting new specification).

## **4. Corporate Considerations**

### **4.1 Consultation and Engagement**

Adult Social Care undertook a three month consultation with service users, their families and individuals affected by sensory loss during the period 27 November 2015 – 29 February 2016. Twenty eight consultation events were undertaken, comprising of 23 group meetings and telephone conversations. Questionnaires were also distributed to engage and consult with a wide range of individuals including those who are deemed seldom heard or underserved. Approximately 200 individuals were involved in the consultation process.

### **4.2 Equality and Diversity / Cohesion and Integration**

4.2.1 An Equality Impact Assessment Screening Tool was completed in January 2016 prior to the commencement of the re-commissioned project and was sent to Equality Unit for publication.

### **4.3 Council policies and the Best Council Plan**

4.3.1 The service directly contributes to the delivery of key outcomes within the Best Council Plan 2013/17, specifically to improve the quality of life for our residents, particularly those who are vulnerable or in poverty and the delivery of the 'Better Lives' objectives.

4.3.2 The services make significant contributions to all of the City Priority Plans, but particularly the Health and Wellbeing Plan and its priority to make Leeds the best City for Health and Wellbeing by 2030. This is achieved through supporting clients to make healthy lifestyle choices and to live safely.

### **4.4 Resources and value for money**

4.4.1 Through the redesign of existing services into a combined service with one point of access, it is anticipated that an increased number of sensory impaired people will be able to have support without increasing the resources available.

4.4.2 The value of this contract is £4,772,500 over the five year period. In line with cost efficiencies a saving of £167,000 was made when consolidating the service and the procurement savings equate to £837,000 over the life of the contract.

### **4.5 Legal Implications, Access to Information and Call In**

4.5.1 This is a Significant Operational Decision and is not subject to call-in. The Delegated Decision authorising the procurement of this contract was published on the List of Forthcoming Key Decisions on the 15<sup>th</sup> September 2016.

4.5.2 Appendix 1 to this report is exempt under Access to Information Procedure rule 10.4(3) as it contains a breakdown of the evaluation scores of the bids received.

### **4.6 Risk Management**

4.6.1 The contract will continue to be performance managed by officers in Leeds City Council's Adult Social Care directorate. This includes regular reviewing of performance information and quarterly contract management meetings with the provider, at which delivery issues will be discussed.

4.6.2 A robust mobilisation plan will also be developed during the contract mobilisation period, which will last for approximately 6 months.

## **5 Conclusions**

5.1 The Director of Adult Social Services should note that:

- The service directly contributes to the delivery of key outcomes within the Best Council Plan 2013/17, specifically to improve the quality of life for our residents, particularly those who are vulnerable or in poverty and the delivery of the 'Better Lives' objectives.
- The Council's Projects, Programmes and Procurement Unit will be requested to issue the new contract
- The Adult Commissioning Manager is the officer responsible for implementation.
- The contract will contribute to meeting the requirements outlined in ASCOF 2015/16 and the Care Act 2014 by awarding a contract to the recommended supplier for the provision of combined sensory services to commence on 1 April 2017.

## **6 Recommendations**

6.1 The Director of Adult Social Services is recommended to approve the award of the contract for the Leeds Sensory Impairment Support Services to BID Services for a period of five years commencing 1st April 2017 to 31<sup>st</sup> March 2022.

6.2 The Commissioning Manager, Adult Social Care, will implement this decision directly after it has been taken, subject to the necessary clearance process being completed and compliance with the Public Contracts Regulations 2015, such as the satisfactory conclusion of the vetting process and the Alcatel standstill procedure.

## **7 Background documents<sup>1</sup>**

7.1 None

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.