



Tender Documents

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London Borough of Southwark DPS Entry Guide

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Section 1: The System

1. Introduction

- 1.1 This Entry Guide takes Participants through what a Dynamic Purchasing System (DPS) is and sets out the requirements of Participants in order to join and offer placements through the DPS as well as to detail the placement award criteria methodology that will be used by the Authority.
- 1.2 The Authority will use the web-based Pro-Contract (Due North) system to manage the DPS for the Application and Admission process for 2020/21 admission to the Tier 4 Drug and Alcohol Placements DPS.

2. What is a Dynamic Procurement System (DPS)?

- 2.1 A DPS is a fully-electronic process used by public sector bodies to award placements for services. The use of a DPS to award such placements ensures that the end-to-end procurement process is competitive, fair and transparent. Participants must meet the minimum criteria for entry onto the DPS. There are no other restrictions on who can or cannot join the DPS and Participants may apply to join at any time during the lifetime of the DPS although consideration of applications to join the DPS will only be undertaken by the Authority on a periodic basis.

3. How the Tier 4 Drug and Alcohol Placements DPS works

- 3.1 Participants who wish to offer placements to the Authority and/or participating boroughs will apply via Pro-Contract (Due North) online and complete the Application and Admission process. Once registered on the system, Participants will find the tender opportunity for this DPS and can apply and respond to any of the Lots via the system.
- 3.2 After each commissioning round and confirmation of acceptance to join the DPS, Participants will not be required to apply for any placements as identification of the most appropriate Participant to deliver a placement will be generated from information supplied in the Invitation to Participate (ITP).
- 3.3 Comprehensive placement requirements and offers process is set out in Section 2 of this document.

4. How Providers can join the DPS

- 4.1 It is a 3 step process comprising of Registration, Application and Admission:

4.1.1 Registration

- 4.1.1.1 Participants must first register on Pro-Contract (Due North) online at <https://procontract.due-north.com/register>
- 4.1.1.2 Once registered, Participants will be able to complete the next step.

4.1.2 Application

- 4.1.2.1 The Application process consists of a series of questions which require your response.
- 4.1.2.2 To be considered as a Participant, organisations must meet the entry criteria.
- 4.1.2.3 During the Application process, Participants will be asked a series of mandatory questions that need to be answered – also commonly referred to as the Suitability Assessment Questions.
- 4.1.2.4 Invitation to Participate (ITP), Pricing Schedule, Form of Tender and other required documents will be loaded onto the system.
- 4.1.2.5 Participants will complete all required documents as detailed in the ITP.

4.1.3 Admission

- 4.1.3.1 Once completed, Applications will be checked, evaluated and validated.

- 4.1.3.2 Participants will receive a notification through the Authority's e-portal system confirming whether or not their Application to join the DPS has been successful.
- 4.1.3.3 If the Application to join the DPS is unsuccessful due to the Participant NOT meeting the entry criteria, the Authority will provide feedback to allow the Participant to rectify any issues and reapply, if appropriate, in due course
- 4.1.3.4 Participants may apply again at any time to join the DPS, but subsequent applications will only undergo the evaluation and validation process during the next mini-competition round.

5. Communication via the DPS

- 5.1 The Authority will use Pro-Contract (Due North) to communicate with Participants during each commissioning round at the entry stage.
- 5.2 The system will also allow Participants to communicate directly with Authority officers in an open and transparent manner.

Section 2: The Lots

1. Tier 4 Drug and Alcohol Placement Lots

1.1 The DPS is comprised of four Lots:

- **Lot 1:** Residential detoxification with residential rehabilitation or structured day programme services (drugs and / or alcohol)
- **Lot 2:** Residential rehabilitation and quasi-residential rehabilitation services (inclusive of first stage, second stage and aftercare for abstinent drugs and / or alcohol)
- **Lot 3:** Non-residential structured day programmes services (abstinent drugs and / or alcohol)
- **Lot 4:** Residential detoxification, stabilisation and assisted withdrawal services (drugs and / or alcohol)

1.2 The following pathway categories of Services are sought within each of the 4 Lots as follows:

- **Lot 1 -** Two categories:
 - Residential detoxification with residential rehabilitation (drugs and / or alcohol)
 - Residential detoxification with off-site structured day programme services (drugs and / or alcohol)
- **Lot 2 -** Five categories:
 - Residential rehabilitation (first stage – abstinent drugs and / or alcohol)
 - Residential rehabilitation (second stage – abstinent drugs and / or alcohol)
 - Quasi-Residential Rehabilitation (first stage – abstinent drugs and / or alcohol)
 - Quasi-Residential Rehabilitation (second stage – abstinent drugs and / or alcohol)
 - Aftercare (abstinent drugs and / or alcohol)
- **Lot 3 –** One category:
 - Non-residential structured day programmes services (abstinent drugs and / or alcohol)

- **Lot 4** - Two categories:
 - Planned admission - Residential detoxification, stabilisation and assisted withdrawal services (drugs and / or alcohol)
 - Short notice with no onward plan admission - Residential detoxification, stabilisation and assisted withdrawal services (drugs and / or alcohol)
 - **NB:** Please note special circumstances in Lot 4 Service Specification (**1B/4: Specific Provision – paragraph 8.2**) in Volume 3d of the Tender Documents.

1.3 Participants can tender for all or any of the 4 Lots. In relation to Lots 1 and 4, Participants can tender for any or all of the 2 pathway categories. In relation to Lot 2, Participants can tender for any or all of the 5 pathway categories. In relation to Lots or Lot pathway categories where Participants wish to propose more than one individual service unit option to deliver the Services, this is permitted. Participants can tender in accordance with the following criteria:

- Participants can submit bids to deliver Services for one or multiple Lots as set out in paragraph 5.1 above:

Example 1: Participant A bids to be a Provider of Services in Lots 1 and 2

Example 2: Participant B bids to be a Provider of Services in Lot 4 only.

- Participants can submit bids to deliver one or multiple service pathway categories within a Lot or multiple Lots as set out in paragraph 5.2 above:

Example 1: Participant A bids to be a Provider of one pathway category in Lot 1 and two pathway categories in Lot 2

Example 2: Participant B bids to be a Provider of two pathway categories in Lot 4

- Participants can submit bids to deliver the Services in a single or multiple individual units within a Lot pathway category or multiple Lot pathway categories

Example 1: Participant A bids to be a Provider of one pathway category in Lot 1 at one individual unit, of one pathway category in Lot 2 at three individual units and at one pathway category in Lot 2 at one individual unit.

Example 2: Participant B bids to be a Provider of both pathway categories in Lot 4 at one individual unit.

Example 1 outcome: Participant A submits a bid to deliver Services in three pathway categories across two Lots with a total submission for five individual units to join the DPS.

Example 2 outcome: Participant B submits a bid to deliver Services in two pathway categories in one Lot with a total submission of one individual unit to join the DPS.

1.4 During the Application and Admission stages, Participants will stipulate which Lot(s), pathway categories and number of individual units they wish to supply Tier 4 Drug and Alcohol Placements for to the Authority on the Volume 8 services template form.

2. Placement Requirements and Offers

2.1 Recommendation to award a placement to any approved Provider during the DPS Period will be carried out in accordance with the following steps:

2.1.1 Pre-Panel Assessment

2.1.1.1 A care coordinator will undertake a Tier 4 assessment on an eligible individual and will complete the Tier 4 panel checklist before sending this to the council's Drug and Alcohol Action Team.

Identification of Placement Process

Step 1 – ability to meet need

2.1.2.1 The required services, needs and requirements, as detailed in the Tier 4 panel checklist, will be applied to the categories listed in the Excel spreadsheet which will identify a shortlist of approved Providers that meet the Authority's requirements in relation to competency and quality for the delivery of the required services.

Step 2 – most cost-effective placement

2.1.3.1 The lowest price stated for each shortlisted Provider will be considered with a placement award offered in accordance with the criteria detailed in Section 3: Placement award scenarios for the stated scenarios.

Confirmation of placement recommendation

2.1.4.1 The DAAT will communicate the recommended placement award to the care coordinator who will discuss this with the individual requiring the services. Subject to the placement being accepted, the care coordinator will submit a funding application to the Tier 4 panel for consideration.

Acceptance of referral and recommendation of placement

2.1.5.1 The Tier 4 panel will accept a referral and recommend that the placement is commissioned for the individual. Where the Tier 4 Panel do not recommend a placement award, other processes will apply as detailed in the council's Tier 4 panel terms of reference document.

3. Placement award scenarios

3.1 **Scenario 1:** Step 1 – ability to meet need identifies one shortlisted Provider only who can meet the service user's needs.

3.1.1 A placement award will be offered to this Provider.

3.2 **Scenario 2:** Step 1 – ability to meet need identifies one shortlisted Provider only who can meet the service user's needs, but this Provider is unable to accept a placement within a reasonable timescale so as to minimise deterioration of the service user or effectively meet their needs.

3.2.1 A placement award will be sought outside of the shortlisted Providers on the DPS utilising information in the public domain that provides details of Providers of Tier 4 Drug and Alcohol Placements and the services that they provide. The same shortlisting process will apply as set out in paragraph 2, that is to say that the Authority will identify a non-approved Provider who is able to meet the service user's needs and is the most cost-effective option of those non-approved Providers considered.

NB: This is expected to be minimal. Any decision to place a service user with a non-approved Provider will give due consideration to a range of issues including any Care Quality Commission (CQC) reports that have been undertaken. Unsuccessful applicants from previous commissioning rounds will be considered in the first instance dependent upon the severity of the non-compliance. The council will seek written assurance from any non-approved Provider in terms of the safe and robust management of a service use prior to placement recommendation.

Lots 1, 2 and 3

3.3 Scenario 3a: Step 1 – ability to meet need identifies a shortlist of multiple Providers who can meet the service user’s needs with a range of different prices stated for the delivery of the Services

3.3.1 A placement award will be offered to the lowest priced Provider with the ability to meet the service user’s needs.

3.3.2 In the event of the lowest priced Provider who can meet the service user’s needs being unable to accept a placement within a reasonable time frame so as not to minimise deterioration of the service user, the placement award will be offered to the shortlisted Provider with the next lowest price who can meet the service user’s needs.

Lot 4

Scenario 3b: Step 1 – ability to meet need identifies a shortlist of multiple Providers based in England and Wales who can meet the service user’s needs with a range of different prices stated for the delivery of the Services and private transportation costs

3.3.1 A placement award will be offered to the lowest priced Provider (total placement price and private transportation price) with the ability to meet the service user’s needs (including consideration of distance from the boundaries of the London Borough of Southwark as detailed in paragraph 4.6).

3.3.2 In the event of the lowest priced Provider (as defined in 3.3.1) who can meet the service user’s needs being unable to accept a placement within a reasonable time frame so as not to minimise deterioration of the service user, the placement award will be offered to the shortlisted Provider with the next lowest price (as defined in 3.3.1) who can meet the service user’s needs.

3.3.3 Where Providers are located outside of London, priority for placement awards will be given to those who can facilitate service user access to the unit with private travel provision (collection and return services) over those with no private travel provision.

3.4 Scenario 4: Step 1 – ability to meet need identifies a shortlist of multiple Providers who can meet the service user’s needs with the same lowest price stated for the delivery of the Services.

3.4.1 In the event of multiple Providers offering the same lowest price for the delivery of the Services, the choice of placement will be offered to the service user.

3.5 Scenario 5: Step 1 – ability to meet need and Step 2 – lowest price identifies the most cost-effective Provider who can meet the service user’s needs but the service user

expresses a preference for a different placement provided by an approved Provider which is less cost effective for the Authority.

3.5.1 In the event of a service user expressing a preference for a placement with a DPS approved Provider that is not as cost-effective as the one generated by the placement award criteria, this will only be approved on the basis that the service user funds the difference in financial value between the most cost-effective placement generated by the award criteria and the lowest price stated by the Provider providing the placement that they wish to attend. This requirement only applies for non-clinical services such as residential rehabilitation and non-residential structured day programmes.

Note: The Authority will fund a placement with a less cost-effective provider under exceptional circumstances; that is to say where there is demonstrable evidence that the placement would represent a risk to the individual or where it is unable to meet their needs.

3.6 Scenario 6: Step 1 – ability to meet need and Step 2 – lowest price identifies the most cost-effective Provider who can meet the service user’s needs but the service user expresses a preference for a different placement provided by a non-approved Provider.

3.6.1 In the event of a service user expressing a preference for a placement with a non-approved Provider that is not on the DPS, this will only be approved in exceptional circumstances where it is demonstrated that the service user’s needs cannot be met by a DPS approved provider.

3.7 Scenario 7: Step 1 – ability to meet need fails to identify an approved Provider who is able to meet the service user’s needs, for example where there are significant comorbidities.

3.7.1 The same process will apply as stated in Scenario 2 at paragraph 3.2 above.

4. Special considerations influencing placement awards – Lots 2, 3 and 4 only

Lot 2 – award of a further placement after an initial funded placement

4.5 Where a) a service user in a first stage placement requires further Tier 4 care such as a second stage placement or aftercare OR b) a service user in a second stage placement requires aftercare and has evidenced treatment gains from the initial stage placement and has been placed with a Provider who also offers a second stage / aftercare placements, continuity of care and treatment stability will be considered of paramount importance. The care coordinator will be permitted to propose continuation of placement with the same Provider so as to support the service user’s care.

4.6 Where a) a service user in a first stage placement requires further Tier 4 care such as a second stage placement or aftercare OR b) a service user in a second stage placement requires aftercare and this is either i) not offered by the existing Provider or ii) the service user’s needs and preferences dictate a different Provider, the care coordinator will be required to submit a ‘new’ funding application in order for a placement to be generated using the placement award criteria detailed in Volume 6: DPS Entry Guide.

Lot 3 – distance requirements

- 4.1 There is a requirement for all placements in Lot 3 to be delivered in relative proximity to the habitual residence of the service user as follows:
 - **Lot 3** – within a 5 mile radius of the London Borough of Southwark to facilitate travelling arrangements;
- 4.2 However, it is acknowledged that there will be occasions when exceptional circumstances that dictate the placement of a service user in excess of the radius zone stated in paragraph 4.1 such as when fleeing from a threat to life, domestic abuse issues, where need dictates a placement is required but there is no Provider capacity within the radius zone or where Providers within the radius zone are unable to effectively meet the service user's needs due to significant comorbidities.
- 4.3 Under these exceptional circumstances, a placement award will be offered to a Provider outside of the stated radius zone in accordance with the process detailed in paragraph 2.1.
- 4.4 In the event of no Providers outside of the radius zone being appointed to the DPS, the 3 step process in paragraph 4 – How Providers can join the DPS will apply.

Lot 4 - distance requirements

- 4.5 For 2020/21 admissions, the Authority is removing the requirement for Lot 4 Providers to be located within a 3 mile radius of the London Borough of Southwark and extending this to the national boundaries of England and Wales.
- 4.6 Distance from the London Borough of Southwark's boundaries will be considered as part of the placement award process for Lot 4 services to account for the ability of service users in poor physical health to travel and any wider support needs.
- 4.7 For service units based out of London, it is the council's preference that Lot 4 providers have private travel arrangements and can facilitate access to the services through collection and return travel provision from and to the borough. Providers must confirm the price for private travel provision in the relevant section of the Volume 4C Pricing Schedule and with consideration given to the guidance in the Volume 4b price evaluation methodology for this to be funded against any placements in 2020/21.
- 4.8 All Lot 4 providers are directed to note Scenario 3b which specifically applies to the placement award process for Lot 4 services including definition of the lowest price.
- 4.9 It is acknowledged that not all service units outside of London will have private travel arrangements; the Authority is able to consider funding for alternative transport provision under these circumstances. However, priority for placement award will be given to providers in England and Wales that can facilitate access to the unit through private travel arrangements than those who will require alternative funded transport provision.

5. Disclaimer – ALL LOTS (Changes in presentation between Panel decision and placement)

- 5.1 It is recognised that some service users may deteriorate or offer a different presentation between the decision to recommend a placement and the time of admission which may have resulted in a different award decision if apparent at the time of referral and Tier 4 Panel consideration.
- 5.2 All Tier 4 panel decision-making, in relation to the identification of the most appropriate Provider in line with placement award criteria detailed in this Section, will be undertaken in the spirit of fairness and transparency, but can only be based on the information available at the time of referral.
- 5.3 Where a placement is offered to a Provider and accepted based on the information available at the time of referral and consideration, this will be considered to be the

placement award decision regardless of whether the service user's presentation changes prior to admission.

- 5.4 A decision to award the placement to another Provider under these circumstances will only be considered in the event that the accepting Provider confirms that they are unable to accept the service user due to the change in presentation.

Disclaimer – Lot 4 only

- 5.5 Following a placement recommendation, where an approved Provider undertakes their own pre-admission assessment and identifies a higher cost implication for the placement than was identified at referral stage by the clinician (complex pathway), the council reserves the right to approach other approved Providers within Lot 4 that could meet the service user's needs to ascertain their price for the placement in order to ensure best value. Where a different Provider offers a more cost effective option that will meet the service user's needs, the council reserves the right to offer the placement to this Provider instead.

6. Placement Awards/Call-off Form

- 6.1 When the process for placement requirements and offers is complete, the Authority will inform the Provider of the outcome. A placement award notification will be issued and entered into between the Provider and the Authority.

7. Suspensions

- 7.1 The Authority and/or participating boroughs reserve the right to suspend Providers from the DPS, for reasons such as a safeguarding embargo or a failure on the Provider's part to meet the critical service requirements as set out in the Lot Service Specifications.
- 7.2 Providers may also choose a voluntary suspension from the DPS while addressing concerns with the Authority and/or participating boroughs (or regulatory body).

8. Communication

- 8.1 All communication for the purposes of applying to be accepted on to the DPS will be made via Pro-contract (Due North) only.

9. Next Steps

- 9.1 Providers need to join the DPS if they wish to supply Tier 4 Drug and Alcohol Placements to the Authority. This can only be done by successfully completing the Registration, Application and Admission process on Pro-contract (Due North).