

Item No	Classification: Open	Date: 05 November 2010
To	Strategic Director of Health and Social Care	
Report title	Gateway 2 – Contract Award Approval Floating Support Service for Vulnerable Adults	
Ward(s) or groups affected	All Wards	
From	Head of Client Group Commissioning	

Recommendations

1. This report recommends that Strategic Director for Health and Social Care approve the award of the Floating Support Service for Vulnerable Adults contract to the Provider A in the sum of £587,087, for a period of three years making a total contract value of £1,761,261.
2. That it is noted that this is a joint procurement with the London Borough of Lambeth, for reasons of economy of scale and that the total contract value across the two boroughs over a period of 3 years will be £4,403,151.

Summary

3. This Gateway 2 report is in relation to the procurement of a short term (up to 2 years per service user) Floating Support Service for Vulnerable Adults. The generic term "vulnerable adults" includes people within the following groups:
 - Single Homeless People
 - Rough Sleepers
 - Homeless Families
 - Refugees
4. The service will support around 300 people and will deliver 620 hours of support per week at any given time.

BACKGROUND INFORMATION

5. On 24 June 2008 the Councils Executive agreed a Gateway 1 procurement strategy that recommended a tendering process to establish a framework agreement to enable the efficient re-commissioning of the majority of housing related support services funded through the supporting people programme. The Gateway 1 recommended a joint procurement with Lewisham Council on the basis of market analysis of current services and providers and creating greater market competition and allowing implementation costs to be shared.
6. Bromley and Lambeth subsequently requested to participate in the framework tender and in order to minimise direct costs to Southwark and Lewisham and maximise market competition it was agreed that they could participate as secondary authorities.
7. The framework agreement tender was designed to establish 17 different service categories including options for accommodation and community based floating support services. The categories covered nine main client groupings for example, older people, people with mental health support needs, younger people at risk, people with learning disabilities and vulnerable adults including homelessness and former homeless people and rough sleepers with support needs.

8. The nature of the services that the Council can commission from the framework agreement are focused on providing a broad range of practical advice and support and sign posting to other services for vulnerable people in order to promote and maintain independent living in the community.
9. These services are designed to be flexible and to be focused on delivering preventative outcomes that can reduce the pressure on a range of higher cost services commissioned or delivered by the council. These services do not however cover the delivery of support that would require registration with the Care Quality Commission (CQC) such as the provision of personal social care services for example washing and bathing.
10. On 10 March 2010 the executive member approved a Gateway 2 contract award report. This established an approved list of 43 providers across the 17 categories and nine client groupings to provide housing related support services across the four participating boroughs. The same contract awards were approved by Lewisham's relevant decision makers and the also in the secondary boroughs of Lambeth and Bromley. The framework agreement went live and became effective for all boroughs to use on 1 April 2010 and details of the providers accepted onto each category are available on request and were published at the time of contract award.

Operation of the framework

11. The original framework tenders were evaluated based on a 50:50 price quality ratio with a quality threshold score of 30%.
12. When calling off services from the framework the following options are available:-

Call off without competition

- Call off using tendered price and quality score – no changes to sub criteria or weightings can be made. The providers are simply ranked electronically. There will also be flags to show if that provider can provide housing management, 24 hour cover or want to work in a particular borough.

Call off by mini-competition

- Call off involving a request for a TUPE price only - option to change weightings using the ranges shown in ITT
- Call off involving changes to sub criteria with providers given the option of reducing their tendered price - option to change weightings using the ranges shown in ITT
- Call off involving changes to sub criteria with a request for a TUPE price - option to change weightings using the ranges shown in ITT

Procurement plan and timetable

13. This is a Gateway 2 contract award report is in relation to the procurement of a short term (up to 2 years per service user) Floating Support Service for Vulnerable Adults across the boroughs of Southwark and Lambeth. The Southwark part of the service will support 300 people and will deliver 620 hours of support per week.
14. This procurement has used Call off by mini-competition, involving a request for a TUPE price only. The price/quality ratio was changed from 50:50 to 70:30 in order to maximise the value for money. As all providers on the Framework had met the quality threshold it is not thought that the change in the ratio will have an impact on the quality of the new service.

Commissioning body approval to the procurement	20 May 2010
Invitation to mini Tender	7 September 2010
Question Deadline	21 September 2010
Submission Deadline	29 September 2010
Administration of returned tenders	30 September 2010
Evaluation of submissions	4 October 2010
Forward Plan (if Strategic Procurement)	8 October 2010
DCRB Review Gateway 2: Contract award report	21 October 2010
Notification of forthcoming decision – Five clear working days	8 November 2010
Approval of Gateway 2: Contract Award Report	15 November 2010
Scrutiny Call-in period and notification of implementation of Gateway 2 decision	25 November 2010
Contract award	26 November 2010
Add to Contract Register	26 November 2010
Contract Start - Southwark	1 February 2011
Contract completion date	31 January 2014

Description of procurement outcomes

15. The object of the procurement was to commission a floating support service for vulnerable adults across the boroughs of Southwark and Lambeth. The new service will be an amalgamation of 4 existing services and these are summarised in the table below:-

Existing Support Provider	Borough of Operation	Number of Service Users
Provider E	Southwark	300
Provider B	Lambeth	450
Provider J	Lambeth	80
Provider K	Lambeth	90

16. The service will provide an innovative short term floating support service for vulnerable adults in the boroughs of Southwark and Lambeth. The service will be offered to vulnerable adults with support needs, in order for them to maintain themselves in their own accommodation. The service may also assist people in the transition from moving from temporary accommodation to alternative accommodation suitable to their needs.

17. The procurement will deliver efficiency savings. Projected full year savings for 2011/12 were £300,000; however the new service is expected to exceed this. Details of projected savings are outlined in points 68 and 69 below (resource implications).
18. The new service will contribute to the following corporate priorities:
- Promoting healthy and independent living - enabling people to live independently in their own homes.
 - Everyone achieving their potential – maximising the opportunities for people to participate in education, training and employment.
 - Adult social care charter of rights - supporting and encouraging people to maintain and/or regain their independence.
19. The service will also contribute to the Care Quality Commission 2010/11 outcomes of improving health and wellbeing and maintaining personal dignity and respect by supporting people to maintain their independence.

KEY ISSUES FOR CONSIDERATION

Policy implications

20. The new service will support and complement a number of key corporate and national, priorities, plans and strategies, including:
- Everyone achieving their potential - maximising the opportunities for people to participate in education, training and employment
 - Promoting healthy and independent living - enabling people to live independently in their own homes.
 - Tackling the crimes which concern people the most – the service will act as a resource to support the work of London Probation Service & local crime reduction safer neighbourhood scheme
 - Southwark Housing Strategy – preventing homelessness and reducing the use of temporary accommodation
 - Safeguarding adults – the service will have a strong emphasis on the safeguarding of vulnerable adults
 - The Southwark Charter of rights - supporting and encouraging people to maintain and/or regain their independence.
 - Crime and Drugs Strategy & Alcohol Harm Minimisation Strategy – the service will assist in minimising substance misuse and in developing harm reduction strategies
21. The new service will be expected to offer a degree of personalisation in relation to the delivery of the overall bank of hours by offering service users choice of support worker and amount of support hours they receive via regular support planning.

Tender process

22. The framework category Floating Support for Vulnerable Adults was used as the basis for this tender. As this is a re-commissioning of an existing service TUPE is considered to apply. The nine providers in the category were invited to submit revised prices based on anticipated number of weekly support hours to be called off.

23. The nine providers invited to submit revised prices were:

- Provider E
- Provider A
- Provider B
- Provider C
- Provider D
- Provider E
- Provider G
- Provider I
- Provider H

24. Details of the service being procured are contained in appendix 1, in the form of the service profile.

25. The tender documents, including TUPE information, were sent out on 7 September 2010 with a closing date of 29 September 2010. Any queries concerning the procurement were answered and the answers circulated to all those invited to tender. Six providers submitted tenders that were received by the closing date.

26. Tenderers were asked to supply hourly rates on three levels: under 200 hours, 200-400 hours and 400 or more hours.

Tender evaluation

27. The tender process to establish the Framework Agreement adopted at 50:50 price quality balance with a 30% threshold set for quality. The ITT set out the scope for participating boroughs to vary the weightings at call off stage. This included variation to the overall price and quality weighting and variation to the weighting applied to individual quality evaluation domains, details of which are available in the background paper listed in this report.

28. For this call off the tenders were evaluated on an adjusted price quality weighting of 70:30, in favour of price. As no new questions were asked the original quality scores were carried forward. The original method statements submitted to be accepted onto the framework were therefore carried forward to this mini tender. The scores were reweighted with the price quality ratio for this procurement. Details of the changes to the weights are attached as appendix 2

29. TUPE price submissions were evaluated on the basis of the whole weekly cost of the service. This is drawn from the hourly rates submitted and the volume of hours to be commissioned. Contract values will be based on the following approach the first 200 hours at the under 200 hour rate the next 200 hours will be based on the 200-400 rate and 400 or more hours at over 400 hour rate. For this tender 620 hours per week are being commissioned and this breaks down to: 200 hours at the under 200 hour rate, 200 hours at the 200-400 hour rate and 220 hours at over the over 400 hour rate. This whole weekly cost of the service was then ranked and scored and combined with the quality score to give an overall ranking.

30. All organisations reduced their hourly rates in their TUPE submissions and some rates were significantly lower than the original price submitted, as shown in the table below:

Provider	original price	TUPE price <200 hrs
Provider F	£24.53	18.02
Provider A	£24.53	18.16
Provider B	£19.64	18.99
Provider C	£20.16	19.11
Provider D	£23.85	20.39
Provider E	£26.48	20.53

31. In order to confirm that a reduction in price did not represent a drop in quality, all organisations were asked to supply a breakdown of their hourly cost, together with staffing & salary details
32. All bidders responded to the clarification and provided the breakdown requested, however in their response Provider F indicated that they planned to provide more than half the support by using volunteers rather than paid staff. The original Framework method statement submitted by Provider F did not mention the use of volunteers in the provision of the service.
33. A further clarification was sent to Provider F requesting that they confirmed whether the resubmitted TUPE price of £18.02 also applied for delivery of the service using only paid staff. In response Provider F indicated that if using only paid staff in line with their framework method statement the hourly rate would be £23.10. All other organisations confirmed that they would provide the service with paid staff.
34. The revised hourly rate of £23.10 supplied by Provider F was therefore used in the evaluation of TUPE price submissions following the procedure described in point 29 above.
35. The provider recommended to be awarded the contract is the Provider A. The full ranked list is shown at appendix 3.

Plans for the transition from the old to the new contract

36. The new Floating Support Service Vulnerable Adults replaces the current service, delivered by Provider E as well as 3 floating support services operating in Lambeth. A post-tender meeting between the selected service provider and the commissioning teams in both Lambeth and Southwark will be arranged on confirmation of the contract award. A steering group will be set up, comprising of members of the commissioning & monitoring teams of Southwark and Lambeth Councils, provider representatives, referral agencies and other stakeholders including an officer from both Council's Community Safety teams. The steering group will meet at least monthly both during the interim setting up period of the new service and once the service goes "live".
37. All nine organisations invited for the mini-tender exercise were supplied with anonymised information collated by the Southwark commissioning team in relation to the possible TUPE implications for the new service. On award of the contract, the selected service provider will be provided with contact information in order to begin negotiations with the outgoing organisations regarding staff that may transfer to the new service.
38. The TUPE transfer process is likely to take at least two months and council officers will work with both the outgoing and incoming providers to ensure that the transition will be as smooth as possible.
39. The main risk in terms of transition would be a delay in the TUPE transfer process, as this could affect the contribution to departmental savings that this procurement is expected to achieve. The projected savings are detailed in paragraphs 68 and 69 below. As the Southwark part of this contract involves only one current provider, it is expected that the TUPE process should be straightforward.

40. Prior to the start of the new contract all current service users will be notified of the new provider. The transfer of service user information will be carefully managed, with due regard for data protection issues. As the new service will support the same number of service users (300), as the current service, it is expected that all current service users will transfer to the new provider. The majority of the staff members of the current service are likely to be eligible to transfer to the new provider; therefore there should be minimal disruption to the service received by the service users.
41. All current referral agencies will be notified of the change of service provider and provided with contact details.
42. The new provider will be supported to promote and publicise the new service

Plans for monitoring and management of the contract

43. The Councils Health and Community Services Commissioning department is responsible for the contract and performance management of a broad range of care and support services and has well established and robust monitoring processes in place to monitor this contract.
44. The contract will be subject to a risk assessment using an agreed matrix to determine how a contract will be monitored ranging from light touch to an intensive approach. Contract monitoring will also include:
 - Quarterly Performance Information (includes either N141 or N142)
 - Analysis of client record returns.
 - Analysis of client out come returns.
 - Office visits (announced or unannounced) to inspect files
 - Quality self assessments using annual Quality Assessment Framework returns that are validated through scheme visits.
 - Agreed action plans for continuous improvement
 - Participation in move on surveys
 - Consultation with Service users
45. Performance targets have been agreed across the four boroughs and these will be incorporated within individual service contracts for monitoring and compliance.
46. Outcomes will also be a key focus for the contract and performance management of this contract. A range of outcome data is collected through returns that the provider will be required to provide to the council and for this contract there will be a particular focus on:
 - Maximising independence
 - Prevention of homelessness
 - Maximising opportunities for participation in education, training and employment
 - Minimising substance misuse and promoting harm reduction strategies
47. Contract and performance management data is collated and managed through an IT system which is the central business tool for managing services commissioned from the Framework Agreement. It is used for calculating payments and interfaces with SAP. Contractual performance is also recorded and the system is used to generate the quarterly extracts that report directly on performance indicators.

48. Compliance with contractual terms, poor quality or poor performance is dealt with through comprehensive default procedures that can ultimately lead to decommissioning and /or substitution of support providers. Where this happens this information will be fed into the Framework Operational Group (FOG) and recommendations made to the Framework Board for appropriate action, such as suspension or removal from the framework, as well as being used in local decision making processes.

Performance bond/Parent company guarantee

49. A performance bond was not needed for this contract.

Community impact statement

50. A Stage 2 Equalities Impact Assessment was presented to Southwark's Equalities Panel in September 2007. This report identified the key equalities issues in relation to the SP programme for Southwark's community.
51. The report highlighted that the SP programme has the potential to have a significant positive impact on a range of equalities issues for Southwark's wider community. Services funded through the SP programme are for a wide range of vulnerable and socially excluded groups. SP services therefore have the opportunity to reach out to a wide range of groups and ensure they can access the support needed to maintain their independence and improve their health and well being. The headline figures for the groups accessing services funded through the programme illustrate the extent to these services can benefit a wide range of people and communities:
52. The overall number of people accessing SP funded services has remained fairly constant at around 1100 – 1400 per year since April 2003.
53. Since April 2003, on average 45-49% of people accessing services are from a BME group with around 37-39 % from a white British background
54. In some service areas BME groups are over represented and therefore SP services have a role to play in understanding and addressing the issues underlying this. For example:
- BME groups accounted for between 52% and 59% of mental health service users between April 2003 and April 2007 which was higher than the London average
 - There has been an increasing trend in the number people from BME groups accessing substance use services – this has risen from 42% to 49% between April 2003 and April 2007.
 - Four in five young people accessing SP services are from a BME group.
55. The delivery of the SP programme, guided by the five year strategy and annual action plan, was reviewed and updated to take account of issues identified in the stage 2 Equalities Impact Assessment and ongoing analysis of service performance data is carried out quarterly to ensure new and emerging issues are identified and responded to.
56. The implementation of a Framework Agreement has been done with reference to the Equalities Impact Assessment to ensure that services specified on the framework are designed in a way that ensures they are tailored to and responsive to the diverse needs of Southwark's communities.
57. The current Southwark service supports 300 people across tenure. Within this service there is a capacity to support up to 30 people subject to the multi agency public protection arrangement (MAPPA). Whilst the new service will not have a particular MAPPA quota, the service will be expected to act as a resource to support the work of London Probation Service & local crime reduction safer neighbourhood schemes. The level and delivery of support will be established post tender award.

58. The service will support women and men from all cultural backgrounds, enhance their quality of life and aim to:

- Reduce homelessness amongst vulnerable adults.
- Increase access to timely housing options with appropriate level of support.
- Improve life chances by encouraging and supporting service users to take advantage of education, employment and training opportunities

Sustainability Considerations

59. A question in the Generic Method statement addressed sustainability considerations as follows:-
Please detail how you will deliver services in a way that minimises the impact of your activities on the environment.

60. The selected provider, Provider A, confirmed that: "The Board of Management has ratified an Environmental Policy which commits Provider A to, where practical, exceeding all relevant regulatory requirements and minimising any adverse environmental effects caused as a result of our activities wherever and whenever possible."

Market considerations

- 61. The successful tenderer is not for profit organisation
- 62. The successful tenderer has between 50 and 250 employees
- 63. The successful tenderer has a regional area of activity

Staffing implications

- 64. There are no staffing implications for the council as monitoring of the contracts will undertaken within the existing staff structures.
- 65. The current service provider has 27 employees likely to have TUPE rights to transfer to the new provider, none of whom are former council employees.
- 66. In the TUPE pricing exercise all organisations were required to include TUPE costs in their new price submissions.

Resource implications

- 67. The 2010/11 spend forecast for this service was £1,005,705, at an hourly rate of £26.31. This equates to 733 hours of support per week.
- 68. Based on the average framework hourly rate of £23.06, prior to the TUPE pricing exercise, it was estimated that the weekly support hours would be 600 per week, or an average of 2 hours per service user per week.
- 69. The new TUPE hourly rate of £18.16 means 620 support hours per week will now be commissioned, allowing more flexibility within the service than originally anticipated.
- 70. This contract had a savings target of £75,000 for 2010/11. The new contract is expected to start on 1 February 2010, rather than 3 January, therefore projected savings for 2010-11 are likely to be slightly less at £69,730.
- 71. Full year savings for 2011/12 are projected to be £418,620, an increase of £118,620 on the full year savings target of £300,000.
- 72. The changes to the commissioned hours, hourly rates and projected full year savings are set out in the table below:

Service	Hours Per Week	Hourly rate	Annual Cost
Current service	733	£26.31	£1,005,705
New service	620	£18.16	£587,087
Full Year Savings			£418,620

Legal implications

73. Please see the advice of the Strategic Director of Communities, Law & Governance below

Consultation

74. Other implications or issues

Strategic Director of Communities, Law & Governance

75. The Strategic Director of Communities, Law & Governance ("SDCLG", acting through the Contracts Section) notes the content of this report and has advised officers throughout the procurement process.

76. The report details the process which has been undertaken to procure the Supporting People framework and the process which has led to the proposed award of the "call-off" contract referred to in paragraph 1. The procurement procedures have been conducted in accordance with all relevant requirements of domestic legislation and in line with the Council's Contract Standing Orders ("CSOs") and with best procurement practice. Paragraphs 27 to 34 explain how the evaluation of tenders under the "mini" competition was undertaken and advice was sought and obtained from the SDCLG in connection with the propriety of that process. The report also confirms how any possible transfer of staff under the TUPE Regulations is being managed.

77. The decision to approve the proposed contract award is one which can be made by the Strategic Director of Health and Social Care under CSOs and the report confirms that adequate funding is available to cover the cost of the contract. As a key decision, the implementation of the contract award will be subject to call-in scrutiny under the Council Constitution.

FINANCE DIRECTOR (FI:/ 936)

78. This report contains the key financial implications of this procurement. Paragraph 67 details current costs, while paragraph 72 highlights the significant savings that will be achieved. Budget is in place to meet these contract costs and so on that basis, the report has finance concurrent.

HEAD OF PROCUREMENT

79. This report is seeking approval to award a contract for a vulnerable adults floating support services to the Provider A through the Supporting People framework.

80. The Supporting People framework was set up in April 2010. When using the framework there is a protocol to be followed which includes mini competitions. Paragraph 14 confirms the necessary protocol has been followed.

81. In response to recent economic circumstances the price/quality ratio used on this mini competition has been amended from 50:50 to 70:30 in favour of price. This adjustment is in line with recent guidance sent out by the Finance Director and is allowed for when operating the framework.

82. In line with the protocol and during the mini competition process prices were obtained which reflected TUPE implications. This helps to ensure that value for money is achieved on each contract secured via the framework.

83. This contract will be one of the first awarded through the framework and as such there is currently no performance monitoring information available for Provider A. As the framework continues to be used it is envisaged that monitoring information will be collated and readily available.

84. Paragraphs 43 – 48 set out the monitoring processes that will be put in place to monitor this contract. It is essential that this is established and undertaken to ensure that the contract achieves the outcomes in relation to service delivery and reduction in costs as anticipated. This performance information must also be fed into the framework to inform future award decisions.

FOR DELEGATED APPROVAL

Under the powers delegated to me in accordance with the Council's Contract Standing Orders, I authorise action in accordance with the recommendation contained in the above report.

Signature *Susanna White*

Date... *16.11.10*

Designation *Strategic Director*

BACKGROUND DOCUMENTS

Background documents	Held At	Contact
Lewisham and Southwark SP Framework documents	Prevention inclusion and Supported Housing Team, Health and Community Services, 1 st Floor, 160 Tooley Street, London, SE1	John Hebditch Ext: 50775
VAFS Mini -Tender Documents	"	Stephanie Antrobus Ext: 52942

APPENDICES

Appendix number	Title of appendix
1	Service description
2	Original questions and weightings
3	Full ranked list and contract values

AUDIT TRAIL

Lead Officer	Jonathan Lillistone		
Report Author	Stephanie Antrobus		
Version	final 05.11.10		
Dated	05.11.10		
Key Decision?	yes	If yes, date appeared on forward plan	08 October 2010

CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER

Officer Title	Comments Sought	Comments included
Strategic Director of Communities, Law & Governance	yes	yes
Finance Director	yes	yes
Head of Procurement	yes	yes
Contract Review Boards		
Departmental Contract Review Board	yes	yes
Corporate Contract Review Board	no	no
Cabinet Member	no	no
Date final report sent to Constitutional Support Services		<dd/mm/yyyy> <i>16.11.2010</i>

BACKGROUND DOCUMENT – CONTRACT REGISTER UPDATE

MANDATORY: Please complete the following details:

Contract Name	Floating Support Service for Vulnerable Adults
Contract Description	Supporting People contract for the provision of housing related support to vulnerable adults
Fixed Price or Call Off	Call off (mini-competition)
Contract Lead Officer (name)	Stephanie Antrobus
Contract Lead Officer (phone number)	52942
Department	Health and Community Services
Division	Adult Commissioning
Business Unit	Prevention, Inclusion and Supported Housing Team
Estimated Contract Award Date	26/11/2010
Supplier(s) Name(s)	Provider A
Contract Total Value	£1,761,261
Contract Annual Value	£587,087
Contract Start Date	01/02/2011
Contract Review Date – 18 months before initial contract end date	01/08/12
Initial Contract End Date	31/01/2014
Contract End Date if extension options utilised	N/A
Number of Contract Extensions	0

OPTIONAL: If available, please complete the following details:

Services/Supplies/Works Contract – delete as appropriate. EU CPV Code – if appropriate and available	
SAP Vendor Number	

Appendix 1

Service Description

Name of Service	Floating Support Service for Vulnerable Adults
Current Vulnerable Adults Floating Support service provision	This proposed Floating Support service provision Vulnerable Adults is intended to replace the current provision which is currently provided by one support provider in Southwark and three support providers in Lambeth.
Proposed Vulnerable Adults Floating Support service provision	<p>The proposed service is intended to be a short term floating support service for vulnerable adults</p> <p>The service will be delivered in line with the London Borough of Lewisham and Southwark Council Framework for Supporting People Services and provide the support service as outlined in the Framework Agreement 'Core Specification' and the 'Supplementary service specification for accommodation based support services for the generic Vulnerable Adults client group which includes: -</p> <ul style="list-style-type: none"> Single Homeless People Rough Sleepers Homeless Families Refugees <p>The proposed service is intended to provide a support service to approximately 750 people (Southwark 300, Lambeth 450), living in their own accommodation, across all tenures</p> <p>The proposed new service will deliver in the region of 1300 – 1700 hours per week (Southwark 500 – 700, Lambeth 800 – 1000) as a bank of hours apportioning an amount of hours to each person in accordance with their need.</p> <p>The service will provide support for vulnerable adults who in the main have low to medium support needs however, as in line with the supplementary service specification, the service will be expected to respond to a fluctuating demand for support for a proportion (5 -10%) of people with higher support needs. The delivery of the service will be between the core hours of 9.00am and 9.00pm.</p>

Appendix 2

Amended Weightings

	Criteria	Sub criteria	Original Weighting	Weighting for this tender
1	Delivery	Appropriate infrastructure to be able to deliver in the selected borough/s	5%	5%
2	Service User Involvement and choice	Commitment to and processes for service user involvement and choice	10%	5%
3	Quality performance and Outcomes	Systems to measure quality, performance and outcomes.	2%	1%
		Ensuring high quality services and continuous improvement	5%	1%
		Processes for addressing equality and diversity	2%	1%
		Processes for addressing environmental sustainability	1%	1%
4	Specialist knowledge	Experience of providing the service type to the client group	5%	5%
		An understanding of how to achieve the outcomes specified for the service type and for the service category	6%	5%
		Demonstration of effective training and appropriately qualified staff	3%	1%
5	Added Value	Added value to service users e.g. access to training, education.	3%	2%
6	Partnership working	Demonstration of a commitment to and experience of working in partnership.	3%	1%
		Understanding of how partnerships work in practice at a local level	5%	2%
7	Total Quality Score		50%	30%
8	Total Price score		50%	70%
9	Total Score		100%	100%

Appendix 3

Full Ranked list

Provider	actual price	price score	actual quality points	quality score	total score	total price per week
Provider A	£18.16	70	39.5	11.58	81.58	£28,148
Provider B	£18.99	58.24	38	11.52	69.76	£29,434
Provider C	£19.11	56.54	38	10.74	67.28	£29,620
Provider D	£20.39	44.4	43.5	13.14	57.54	£30,948
Provider E	£20.53	36.42	47	14.04	50.46	£31,821
Provider F	£23.10	0	39.5	11.1	11.1	£35,805
Provider G	Did not tender					
Provider H	Did not tender					
Provider I	Did not tender					

Contract value apportionment (Based hours per week)	Southwark (620)	Lambeth (930)	Total (1550)
2011	£587,087	£880,630	£1,467,717
2012	£587,087	£880,630	£1,467,717
2013	£587,087	£880,630	£1,467,717
Total	£1,761,261	£2,641,890	£4,403,151

