

Community Navigation

1st October 2018

Agenda

- Service Specification
- Background
- Contract Design
- Tender Process
- Timelines
- Feedback and Questions

Draft Specification

On Friday, a draft version of the specification was made available via the Kent Business Portal.

We would welcome feedback on areas where greater depth or clarity may be needed.

The deadline for feedback is **midday on Monday 8th October 2018.**

The finalised specification will be published on the Kent Business Portal as part of the tender documentation.


Schedule 2

**SERVICE SPECIFICATION
FOR THE PURCHASE OF**

**SC18024:
COMMUNITY NAVIGATION**

This document defines the Community Navigation Service Specification for Kent Residents

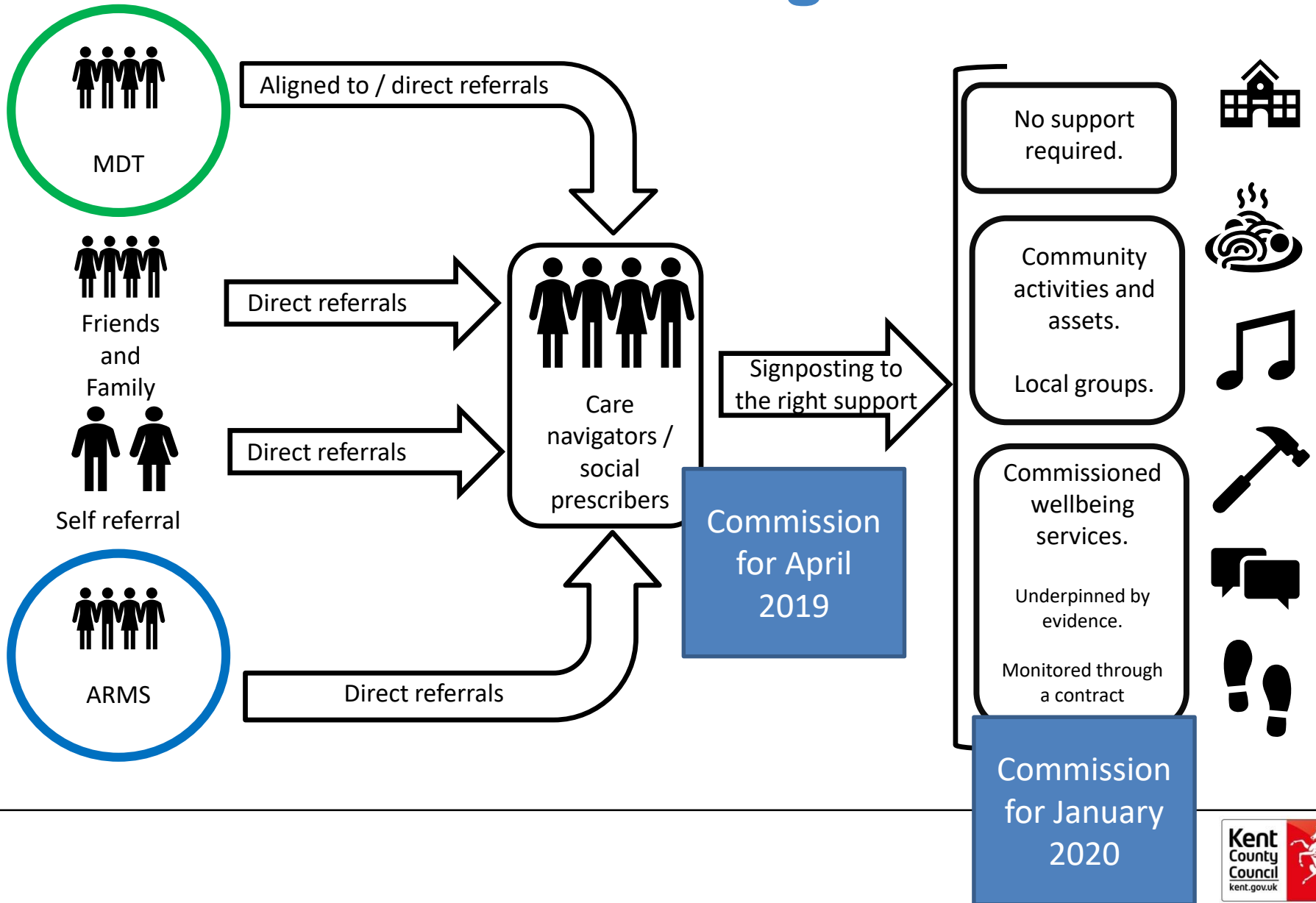
To commence on 1st April 2019



| Version | Date | Name |
|---------|------------|------|
| V01 | 17/08/2018 | KS |
| V02 | 17/09/2018 | KS |
| V03 | 25/09/2018 | KS |
| V04 | 26/09/2018 | SS |
| V05 | 27/09/2018 | KS |
| V06 | 28/09/2018 | KS |

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Future Wellbeing Model



What is Community Navigation?



Contract Design for April 2019

- In total there will be 8 separate contract Lots.
- Contracts will be let in 4 geographic Lots.
- Each geographic Lot will then be sub-divided into two parts:
 - Part A: Community Navigation
 - Part B: Community Navigation for Carers

8 Contract Lots

For clarity, the Lots will be:

- Lot 1a - Community Navigation in East Kent
- Lot 1b - Community Navigation for Carers in East Kent
- Lot 2a - Community Navigation in West Kent
- Lot 2b - Community Navigation for Carers in West Kent
- Lot 3a - Community Navigation in DGS
- Lot 3b - Community Navigation for Carers in DGS
- Lot 4a - Community Navigation in Swale
- Lot 4b - Community Navigation for Carers in Swale

Scope of the Community Navigator Role (Part A)

The role will focus on supporting the following groups:

- Older people (over 55 years)
- People with complex issues / frailty (under 55 years)

Structure and Working Practice

The proposal is that Community Navigators will:

- be aligned to the GP Clusters in their localities.
- be embedded in their communities to help facilitate partnership working on a local level.
- be more closely linked to staff in the District Councils to help them have oversight of what is going on locally – this could include hot desking in the council offices.

Scope of the Community Navigator for Carers Role (Part B)

- The role will focus on supporting people who have caring responsibilities for adults.
- Community Navigators will work with Carers to identify their support needs and signpost them to services as required.
- Where a full statutory Carers Assessment is needed, this would be carried out by the Community Navigator.

Part B

- Unless specified otherwise, all elements of the service specification apply equally to both Part A and Part B of the specification.
- Additional requirements are in place for Part B (Community Navigation for Carers) which reflect the current contract for Carers Assessments and Support.
- Further work is being done to ensure the new specification reflects all elements of the current contract.

Key Performance Indicators (KPIs)

Performance monitoring will be essential to ensure the effectiveness of the service. KPIs are a way of demonstrating that an outcome has been achieved, or that progress has been made against an outcome.

Providers will be responsible for monitoring their services and submitting the required KPI data to Commissioners by agreed deadlines throughout the lifetime of the contract.

The KPIs for each Lot are currently being finalised and will be published as part of the final tender and specification.

Contract Value

The contract value for each Lot will be published as part of the tender documentation.

- **Part A**

- The contract value will vary based on the population data (and anticipated demand).
- The contract values for DGS and Swale will be significantly higher than in EK and WK as the CCGs in these areas are commissioning jointly with KCC from April 2019.

- **Part B**

- The funding will be the same as under the Carers Assessment and Support Contract.

Deciding What to Apply For

- Each Provider/Partnership/Consortia will be able to **apply for** a maximum of **3 Lots** across Kent.
- Each Provider/Partnership/Consortia will be able to **win** a maximum of **2 Lots** across Kent.
- If applying for more than one Lot, some responses may require additional information.
- When submitting applications for multiple Lots, the Provider/Partnership/Consortia will be asked to state their preferred Lots.

Tender Paperwork

- Read the documentation clearly and understand what is required of you.
- Provide all of the information requested. If you cannot provide some of the information, for whatever reason, ask for advice or as a minimum give a reason for not providing the information in your tender submission.
- When putting the tender together take it one stage at a time.
- Be clear on your pricing model and state any assumptions you have made when pricing (e.g. resources required by you and/or the Council, timetables)

The Tender Process

- As there will be a fixed financial envelope for the contract, we will only be scoring on quality.
- All questions will be scored out of 4, with a minimum score required to pass each question. Usually the pass mark is 2, but this depends on the question and will be made clear in each case.
- Some questions (possibly around the pricing schedule and how you will mobilise the contract) will be part of the PQQ and will be pass / fail – if you don't pass the PQQ section we cannot read the rest of the tender application.
- We will be reserving the right to enter into a negotiation process depending on the nature of the bids that we receive.

Tender – Quality Questions

- Read the questions carefully and answer them accurately and precisely.
- Always provide support and evidence for statements made in your tender.
- Ensure the response answers the question in full and addresses all of the prompts given.
- Make sure you are aware of the objective of the contract – this will help focus your submission.
- The Council can only evaluate what you have submitted. The Council cannot refer to any previous knowledge or experience it has had with a supplier unless it is in your submission – do not make any assumptions about what the Council may or may not know about your or your company.

Contact with Commissioners During the Tendering Process

- We cannot give preference, or assistance with clarification, without the same advantage being given to other tenderers.
- It is permissible to visit the premises of bidders as an aid to assessment of their capabilities.
- All findings and conversations must be accurately recorded. Should relaxation or changes in the statement of requirements or specification be offered to one bidder then the same must be communicated to all bidders.
- All communications must be through recognised channels (the Kent Business Portal) and should be via the named persons in the bid documentation. Unauthorised contact with others should not be allowed.
- Parity of tendering must be observed
- Commissioners reserve the right to negotiate with Providers following the evaluation of applications, and before contract award.

Don't Forget

- Don't be put off by the tender documentation – ask for confirmation/clarity if anything is unclear.
- Don't include publicity material or attachments in your submission unless you have specifically been asked to. These cannot be taken into account unless requested.
- Make sure you return the documents in the format requested.
- **You must complete and return the documents by the given time and date; make sure to sign anything that should be signed.**

Timeline – Key Dates

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|---|-----------------------------|
| Publication of Advert and ITT Documentation on the Kent Business Portal | Early November 2018 |
| Deadline to submit requests for clarification via the ProContract Discussion facility on the portal | 23 days after ITT published |
| Deadline for Tender Responses | 30 days after ITT published |
| Contracts Awarded | January 2019 |
| Contract Start Date | 1 st April 2019 |

Please contact us if you have any questions – once the tender goes live we cannot talk to Providers about the tender and all questions have to go via the Kent Business Portal.