

UK-Shrewsbury: Social services.

UK-Shrewsbury: Social services.

Section I: Contracting Authority

I.1) Name and addresses

Shropshire Council

Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND, United Kingdom

Tel. +44 1743252992, Fax. +44 1743253910, Email: procurement@shropshire.gov.uk

Contact: Procurement

Main Address: www.shropshire.gov.uk

NUTS Code: UKG22

I.2) Joint procurement

The contract involves joint procurement: No.

In the case of joint procurement involving different countries, state applicable national procurement law: Not provided

The contract is awarded by a central purchasing body: No.

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.delta-esourcing.com/tenders/UK-UK-Shrewsbury:-Social-services./G9838NBA3C>

Additional information can be obtained from: the abovementioned address

Tenders or requests to participate must be sent electronically via <http://www.delta-esourcing.com/tenders/UK-UK-Shrewsbury:-Social-services./G9838NBA3C> to the abovementioned address

Electronic communication requires the use of tools and devices that are not generally available.

Unrestricted and full direct access to these tools and devices is possible, free of charge, at:

<http://www.delta-esourcing.com/tenders/UK-UK-Shrewsbury:-Social-services./G9838NBA3C>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title: AMCV 218 - Bradbury Lodge Residential Service for Adults with Learning

Disabilities

Reference Number: AMCV 218

II.1.2) Main CPV Code:

85320000 - Social services.

II.1.3) Type of contract: SERVICES

II.1.4) Short description: Shropshire Council is seeking a service provider to manage Bradbury Lodge Residential Service for Adults with Learning Disabilities. The contract will be for an initial 5 years with an option to extend for a further 2 years commencing on 1st April 2017.

Shropshire Council is committed to providing a high quality service in residential care for adults with a learning disability which supports access to facilities to enable residents to remain part of the community.

A contract for residential care services for people with learning disabilities is expiring in March 2017.

The home is in Shropshire and is registered with the Care Quality Commission to provide services to 6 residents. The home is well located within a market town in the north of the county. The home currently has 4 residents, and for the purposes of this tender, tenderers should submit their tender to reflect provision of service to 4 residents.

II.1.5) Estimated total value:

Value excluding VAT: 5,100,000

Currency: GBP

II.1.6) Information about lots:

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV codes:

Not Provided

II.2.3) Place of performance:
UKG22 Shropshire CC

II.2.4) Description of procurement: Shropshire Council is seeking a service provider to manage Bradbury Lodge Residential Service for Adults with Learning Disabilities. The contract will be for an initial 5 years with an option to extend for a further 2 years commencing on 1st April 2017.

Shropshire Council is committed to providing a high quality service in residential care for adults with a learning disability which supports access to facilities to enable residents to remain part of the community.

A contract for residential care services for people with learning disabilities is expiring in March 2017. The home is in Shropshire and is registered with the Care Quality Commission to provide services to 6 residents. The home is well located within a market town in the north of the county. The home currently has 4 residents, and for the purposes of this tender, tenderers should submit their tender to reflect provision of service to 4 residents.

The home is owned by Shropshire Council and the successful tender will be required to enter into a lease agreement. The heads of terms of this agreement are included in the tender documentation.

Tenders are invited from providers for the care and support element of these services with some hotel costs, as outlined in the Finance Model schedule. Shropshire Council will act as Commissioning Authority for the tender process. If the successful tenderer/s is/are not already registered with the Care Quality Commission in Shropshire then registration will be required following award of contract. The contracts for the homes will be let for a period of five years with an option to extend for a further two years. The terms, conditions and standards are contained in the enclosed sample form of contract, however these will be reviewed from time to time to ensure that the contract contains the Council's up to date contract clauses.

It is anticipated that providers tendering for these services will be able to identify improved efficiencies whilst still maintaining a quality service.

The home is already established and registered with the Care Quality Commission for Adults with Learning Disabilities. For the avoidance of doubt we wish to make it clear that each residents has their own complex needs which may range from challenging behaviour, sensory impairment, autism, and Learning and Physical disabilities.

1.1.1 Although we have given an indication of the level of need of residents in the Pen pictures we would expect any potential provider to be able to:

- accommodate residents' needs for care and social activity
- adjust accordingly should their needs change or a new resident moves in

1.1.2The Council is looking to appoint an innovative provider:

- who can easily meet the varied needs of current residents
- to develop the current service in line with the Council's priorities
- that has a track record in providing high quality services of a similar nature
- that has proven abilities to think imaginatively about service development and improvement
- that can demonstrate an awareness of the local and national agendas for both health and social care

1.1.3There is a current staff team at both homes whose continued employment would need to be considered for transfer under TUPE rules.

1.1.4Performance of each home shall be monitored and contributes to the Council's overall performance framework. The Council supports the development of appropriate local performance targets by and for individual services.

1.1Service Detail and Resident Profiles

Pen pictures are available on request.

The home is registered as a residential assessment and care facility for six adults who have learning disabilities and may have autistic spectrum diagnosis. As set out above the home is currently providing a service for 4 residents and tenders should bid on the basis of this level of occupation.

II.2.5) Award criteria:

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value:

Value excluding VAT: 5,100,000

Currency: GBP

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system:

Start: 01/04/2017 / End: 31/03/2022

This contract is subject to renewal: Yes
Description of renewals: 2 years

II.2.10) Information about variants:

Variants will be accepted: No

II.2.11) Information about options:

Options: No

Description of options: Not provided

II.2.12) Information about electronic catalogues:

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue: No

II.2.13) Information about European Union funds:

The procurement is related to a project and/or programme financed by European Union funds: No

Identification of the project: Not provided

II.2.14) Additional information: Not provided

Section III: Legal, Economic, Financial And Technical Information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

See tender documentation.

III.1.2) Economic and financial standing

List and brief description of selection criteria:

See tender documentation.

Minimum level(s) of standards possibly required (if applicable) :

See tender documentation.

III.1.3) Technical and professional ability

List and brief description of selection criteria:

See tender documentation.

Minimum level(s) of standards possibly required (if applicable) :

See tender documentation.

III.1.5) Information about reserved contracts (if applicable)

The contract is reserved to sheltered workshops and economic operators aiming at the social and professional integration of disabled or disadvantaged persons: No

The execution of the contract is restricted to the framework of sheltered employment programmes: No

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

Execution of the service is reserved to a particular profession

Reference to the relevant law, regulation or administrative provision:

See tender documentation.

III.2.2) Contract performance conditions

See tender documentation.

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: Yes

Section IV: Procedure

IV.1) Description OPEN

IV.1.1) Type of procedure: Open

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement - NO

In the case of framework agreements justification for any duration exceeding 4 years: Not Provided

IV.1.6) Information about electronic auction:

An electronic auction will be used: No

Additional information about electronic auction: Not provided

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure:

Notice number in the OJ S: Not provided

IV.2.2) Time limit for receipt of tenders or requests to participate

Date: 06/01/2017 Time: 12:00

IV.2.4) Languages in which tenders or requests to participate may be submitted: English,

IV.2.6) Minimum time frame during which the tenderer must maintain the tender:

Duration in month(s): 3

IV.2.7) Conditions for opening of tenders:

Date: 06/01/2017

Time: 12:00

Place:

Shirehall, Abbey Foregate, Shrewsbury SY2 6ND

Section VI: Complementary Information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 5 years

VI.2) Information about electronic workflows

Electronic ordering will be used No

Electronic invoicing will be accepted No

Electronic payment will be used No

VI.3) Additional Information: The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Shrewsbury:-Social-services./G9838NBA3C>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/G9838NBA3C>

VI.4) Procedures for review

VI.4.1) Review body:

Shropshire Council

Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND, United Kingdom

Tel. +44 1743252992, Email: procurement@shropshire.gov.uk

VI.4.2) Body responsible for mediation procedures:

Not provided

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures:

Not Provided

VI.4.4) Service from which information about the lodging of appeals may be obtained:

Shropshire Council

Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND, United Kingdom

Tel. +44 1743252992

VI.5) Date Of Dispatch Of This Notice: 23/11/2016

Commissioning & Procurement

Shirehall, Abbey Foregate
Shrewsbury, SY2 6ND



Tel: (01743) 252993

Fax: (01743) 255901

Please ask for: [REDACTED]

Email: procurement@shropshire.gov.uk

23rd November 2016

Dear Bidder

AMCV 218 - BRADBURY LODGE RESIDENTIAL SERVICE FOR ADULTS WITH LEARNING DISABILITIES

SHROPSHIRE COUNCIL

You have been invited to tender for the above requirement. With this letter please find copies of the following documents:

1. Instructions for Tendering (for completion and return)
2. Tender Response Document (for completion and return)
3. Financial Model spreadsheet (for completion and return)
4. TUPE Confidentiality Undertaking (for completion and return as soon as possible to obtain relevant information)
5. Form of Contract and specifications
6. Heads of Terms
7. Draft Lease Plan 2016
8. Pen pictures (available on request)

Tenders should be made on the enclosed Tender Response Document and Financial Model spreadsheet. Your Tender must be completed, signed and returned together with a signed copy of the 'Instructions for Tendering' through our Delta Tenderbox. You are recommended to keep a copy of all tender documents and supporting documents for your own records.

Please pay particular attention to the points below concerning the returning of tenders.

Returning of Tenders

- The deadline for returning tenders is **noon on 6th January 2017**, any tenders received after this time will not be accepted
- Tenders are to be submitted through Delta, our electronic tender portal
 - Please ensure that you allow yourself at least two hours when responding prior to the closing date and time, especially if you have been asked to upload documents. If you are uploading multiple documents you will have to individually load one document at a

time or you can opt to zip all documents in an application like WinZip. Failure to submit by the time and date or by the method requested will not be accepted.

- Once you upload documentation ensure you follow through to stage three and click the 'response submit' button. Failure to do so, will mean the documents won't be viewable by the Council.

Tenders **cannot** be accepted if:

- Tenders are received by post, facsimile or email
- Tenders are received after **12 noon on the given deadline**

European Requirements

In accordance with the EU Procurement Directive, Shropshire Council will accept equivalent EC member or international standards in relation to safety, suitability and fitness for purpose. Where a particular brand of article or service has been referred to in the tender document, alternatives or equivalents which achieve the same result will be equally acceptable. In these cases Shropshire Council will take into account any evidence the tenderer wishes to propose in support of the claim that the product or service is equivalent to the named types.

All tender documents and any accompanying information must be submitted in English. A Contract Notice in respect of this requirement was dispatched on 23rd November 2016 to appear in the Supplement to the Official Journal of the European Union.

Freedom of Information

Under the provisions of the Freedom of Information Act 2000 from 1 January 2005, the public (included in this are private companies, journalists, etc.) have a general right of access to information held by public authorities. Information about your organisation, which Shropshire Council may receive from you may be subject to disclosure, in response to a request, unless one of the various statutory exemptions applies.

Therefore if you provide any information to Shropshire Council in the expectation that it will be held in confidence, you must make it clear in your documentation as to the information to which you consider a duty of confidentiality applies. The use of blanket protective markings such as "commercial in confidence" will no longer be appropriate and a clear indication as to what material is to be considered confidential and why should be given.

Other Details

Please note that if supplementary questions are raised by any tenderer prior to the closing of tenders and Shropshire Council decides that the answers help to explain or clarify the information given in the Tender Documents, then both the questions and the answers will be circulated to all enterprises invited to submit a tender.

Please also note that Shropshire Council is committed to achieving Social Value outcomes through all its procurement activity, specific requirements for this contract are set out within the Tender Response Document and in addition for your further information the council's Social Value Framework guidance can be found at www.shropshire.gov.uk/doing-business-with-shropshire-council.

As part of its sustainability policy, Shropshire Council encourages tenderers to minimise packaging, particularly presentational or retail packaging.

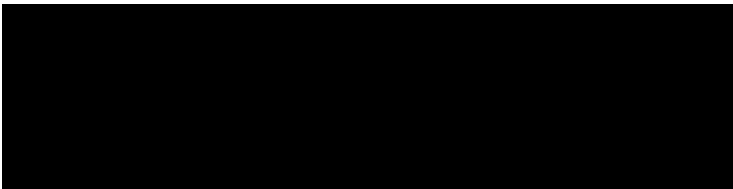
personal info

Shropshire Council is purchasing on behalf of itself and any wholly owned local authority company or other entity that is deemed to be a contracting authority by virtue of the Council's involvement

Please also note that Shropshire Council is committed to achieving Social Value outcomes through maximising the social, economic and/or environmental impact of all its procurement activity. Specific requirements for this contract are set out within the Tender Response Document and in addition for your further information the council's Social Value Framework guidance can be found at www.shropshire.gov.uk/doing-business-with-shropshire-council.

If you have any queries relating to this invitation to tender, please contact me on telephone number 01743 252993.

Yours faithfully



Procurement Manager
Commissioning & Procurement
Enc

Dated

2017

BETWEEN

SHROPSHIRE COUNCIL

and

XXXX

BLOCK CONTRACT
FOR THE PROVISION OF RESIDENTIAL CARE
FOR ADULTS WITH LEARNING DISABILITIES

at

BRADBURY LODGE
WHITCHURCH

INDEX

<u>Heading</u>	<u>Clause</u>
Definitions	
Contract and Term	1
Payment	2
Compliance	3
Variation	4
Payment Review	5
VAT	6
NHS Funded Nursing Care and CHC	7
Agency	8
Accounting	9
Notices	10
Breach	11
Prevention of Bribery	12
Insurance	13
Indemnity	14
Authorised Officer and Service Provider Representative	15
Intellectual Property	16
Extension & Termination	17
Consequences of Termination	18
Disputes	19
Assignment, Transfer and Subcontracting	20
Force Majeure	21
Waiver	22
Severance	23
Law	24
Third Party Rights	25
Remedies cumulative	26
Conclusion of Contract	27
Sustainability	28
Freedom of Information	29
TUPE	30
Equalities	31

Confidential Information	32
Council Data	33
Data Protection	34
Protection of Personal Data	35
Council Data and Personal Information Audit	36
Agreement Status and Transparency	37
Deprivation of Liberty Safeguards	38
Complaints	39
Notification	40
Safeguarding	41
Counterparts	42
Entire Agreement	43
Conflict of Terms	44
Emergency Planning	45
Schedule One: The Service Specification	
Schedule Two: Service Standards	

THIS CONTRACT is made the day of
between

(1) SHROPSHIRE COUNCIL of Shirehall Abbey Foregate Shrewsbury SY2 6ND (“the Council”) and

(2) XXXX Charity Number XXXX. Company No. XXXX (the “Service Provider”)

NOW IT IS AGREED as follows:

DEFINITIONS

For the purpose of this Contract the following words shall have the following meanings:

Assessment of Needs	a written plan drawn up by the Care Manager detailing the Resident’s needs and how these are able to be met within the terms of the NHS and Community Care Act 1990
Authorised Representative	means an individual suitably trained qualified and experienced and authorised by the Healthwatch in accordance with their procedures to enter, view and observe the carrying-on of activities on premises owned or controlled by a person providing, or assisting in providing services further to arrangements made by the Local Authority under its social services function.
BACS	Banks Automated Clearing System
Best Value	The requirement under section 3 of the Local Government Act 1999 for local authorities to secure continuous improvement.
Bribery Act	the Bribery Act 2010 and any subordinate legislation made under that Act from time to time together with any guidance or codes of practice issued by the relevant government department concerning the legislation.
Care Manager	an Officer of the Council responsible for assessing the social care needs of the Resident.
Commencement Date	1st April 2017.
Commercially Sensitive Information	comprises the information of a commercially sensitive nature relating to the Service Provider, its intellectual property rights or its business which the Service Provider has indicated to the Council in writing that, if disclosed by the Council, would cause the Service Provider significant commercial disadvantage or material financial loss;
Confidential Information	all information as defined by Clause 32.

Contract	means this agreement
Contract Documents	means all of the documents annexed to, contained and referred to within this Contract.
Contracts Manager	the nominated officer of the Council authorised to oversee contractual arrangements in respect of the Service.
Council Data	the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which are: (a) supplied to the Service Provider by or on behalf of the Council; or which the Service Provider is required to generate, process, store or transmit pursuant to this Contract; or (b) any Personal Data for which the Council is the Data Controller.
Data Subject	shall have the same meaning as set out in the Data Protection Act 1998.
Data Controller	shall have the same meaning as set out in the Data Protection Act 1998.
Data Processor	shall have the same meaning as set out in the Data Protection Act 1998.
Data Protection Legislation	the Data Protection Act 1998, the EU Data Protection Directive 95/46/EC, the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), the Electronic Communications Data Protection Directive 2002/58/EC, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and all applicable laws and regulations relating to processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner
Employment Checks	means the pre-appointment checks that are required by law and applicable guidance, including without limitation, verification of identity checks, right to work checks, registration and qualification checks, employment history and reference checks, disclosure and barring checks and occupational health checks.

Excluded Activities	means any activities provided further to a Local Authority's social services functions relating to a person aged under 18, or under the Children Act 1989, the Adoption (Intercountry Aspects) Act 1999, the Adoption and Children Act 1976 or the Adoption Act 1976
Excluded Premises	means parts of a care home which are not communal areas; or premises or parts of premises used as residential accommodation for employees of the Service Provider; or premises which are occupied by one or more persons as their home and which at least one of those persons occupies under a tenancy or licence.
Exempt Information	any information or class of information (including but not limited to any document, report, Contract or other material containing information) relating to this Contract or otherwise relating to the Parties to this Contract which potentially falls within an exemption to FOIA (as set out therein)
Expiry date	31st March 2022
Financial Year	the period of 12 months from and including 1st April in one year to the 31st March in the next.
First Point of Contact	the Council's office which the Council will ensure that the Service Provider has up to date telephone and email contact details for
FOIA	means the Freedom of Information Act 2000 and all subsequent regulations made under this or any superseding or amending enactment and regulations; any words and expressions defined in the FOIA shall have the same meaning in Clause 29.
FOIA notice	means a decision notice, enforcement notice and/or an information notice issued by the Information Commissioner.
Home	Bradbury Lodge, Market Drayton
Home Manager	The manager of the Home who must be registered with the Registration Body
Healthwatch	Means Healthwatch or any successor body for the administrative area of Shropshire Council established under The Health and Social Care Act 2012
Individual Support Plan	a written plan (related to the Assessment of Needs) drawn up by the Service Provider in respect of the Resident (to

	show the person centred care objectives and provision of Service and where appropriate nursing care).
Information	has the meaning given under section 84 of the Freedom of Information Act 2000
Intellectual Property Rights	means all patents, registered and unregistered designs, copyright, trade marks, know-how and all other forms of intellectual property wherever in the world enforceable
Malicious Software	any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence
Notice	a written communication issued in accordance with Clause 10 of the Contract
Officer(s)	those officers of the Council who are authorised by the Council to perform functions in connection with this Contract
Payment Review Parties	The review of Payment as detailed in Clause 5 the Service Provider and the Council and 'Party' shall mean either one of them
Payment	the amount payable by the Council to the Service Provider in accordance with this Contract as detailed in Clause 2
Performance Indicators	The performance indicators relating to this Contract issued by the Council from time to time
Personal Allowance	the sum of the Resident's weekly income to be retained by the Resident being equal to the amount set each year by the Department of Health
Personal Data	shall have the same meaning as set out in the Data Protection Act 1998

Prohibited Act	<p>the following constitute Prohibited Acts:</p> <p>(a) to directly or indirectly offer, promise or give any person working for or engaged by the Council a financial or other advantage to:</p> <p>(i) induce that person to perform improperly a relevant function or activity; or</p> <p>(ii) reward that person for improper performance of a relevant function or activity;</p> <p>(b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Contract;</p> <p>(c) committing any offence;</p> <p>(i) under the Bribery Act;</p> <p>(ii) under legislation creating offences concerning fraudulent acts;</p> <p>(iii) at common law concerning fraudulent acts relating to this Contract or any other contract with the Council; or</p> <p>(d) defrauding, attempting to defraud or conspiring to defraud the Council.</p>
Project Materials	means all reports, the Specification, documents, papers, information, data, disks, drawings, samples, patterns, in whatever form, medium or format and wherever such Project Materials are located or stored together with all copies of Project Materials
Public body	as defined in the FOIA 2000
Receiving Party	means a party to this Contract to whom a Request for Information is made under FOIA, and who thereafter has overall conduct of the request and any response
Regulatory Bodies	those government departments and regulatory, statutory and other entities, committees and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in this Contract or any other affairs of the Council and "Regulatory Body" shall be construed accordingly;
Registration Body	the Care Quality Commission (or any other body which

	supersedes it) area office for the area where the Service is located and/or any other body which has regulatory powers or responsibilities in respect of the Service Provider
Regulated Activity	in relation to children, as defined in Part 1 of Schedule 4 to the Safeguarding Vulnerable Groups Act 2006, and in relation to vulnerable adults, as defined in Part 2 of Schedule 4 to the Safeguarding Vulnerable Groups Act 2006.
Regulated Activity Provider	as defined in section 6 of the Safeguarding Vulnerable Groups Act 2006
Relevant Transfer	means a relevant transfer for the purposes of TUPE
Request for Information	means a written request for information pursuant to the FOIA as defined by Section 8 of the FOIA
Resident	The person nominated by the Council to receive the Service at the Home who is assessed by the Council to be part or wholly funded by the Council in respect of the Service
Resident's Contribution	The sum contributed by the Resident towards the cost of care following a means tested financial assessment by the Council in accordance with Charging for Residential Accommodation Guidelines issued by the Department of Health, or any amending or superseding Guidelines or enactment
Review	means a formal review of the progress of the Services and the achievement of the Outcomes
Service	the Service as described in the Specification and Schedules of this Contract
Residents	the persons or client group designated from time to time by the Council to receive the Service
Speaking up about Wrongdoing Policy	The Council's policy for its employees and elected members that advises specifically on blowing the whistle on wrongdoing. The policy is available in a leaflet form to business partners, contractors, voluntary agencies, partnerships, and any others with whom the Council has dealings with for distribution to their employees.
Specification	the Specification contained in the Schedules to this Contract

Staff	all employees, agents, consultants and contractors of the Service Provider and/or of any Sub-contractor paid or unpaid;
Sub-Contract	any contract or agreement, or proposed contract or agreement between the Service Provider and any third party whereby that third party agrees to provide to the Service Provider the Goods, Works or Services or any part thereof, or facilities or services necessary for the provision of the Goods, Works or Services or any part of the Goods, Works or Services, or necessary for the management, direction or control of the Goods, Works or Services or any part of thereof
Sub-Contractor	the third parties that enter into a Sub-Contract with the Service Provider
Term	means the period commencing on the Commencement Date and expiring on the Expiry Date
Third Party	a person (other than the Resident or the Council) who agrees to make a contribution to the cost of the Service
TUPE	The Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended) and the Acquired Rights Directive
Working Days	Monday to Friday inclusive (not including national bank holidays)
Writing	includes facsimile transmission and electronic mail, providing that the electronic mail is acknowledged and confirmed as being received EXCEPT with respect to Clause 10 (Notices) of this Contract where the term "Writing" does not include facsimile transmission or electronic mail with respect to the service or receipt of Notices.

INTERPRETATIONS

- 1 Clause and paragraph headings shall not affect the interpretation of these terms and conditions.
- 2 A person includes an individual, firm, company, corporation, unincorporated body of persons, or any state or any agency of any person.
- 3 A reference to a company shall include any company, corporation or other body corporate, wherever and however incorporated or established.

- 4 A reference to a holding company or subsidiary means a holding company or subsidiary as defined in section 1159 of the Companies Act 2006. In the case of a limited liability partnership which is a subsidiary of a company or another limited liability partnership, section 1159 of the Companies Act 2006 shall be amended so that:
- i references in sub-sections 1159(1)(a) and (c) to voting rights are to the members' rights to vote on all or substantially all matters which are decided by a vote of the members of the limited liability partnership; and
 - ii the reference in sub-section 1159(1)(b) to the right to appoint or remove a majority of its board of directors is to the right to appoint or remove members holding a majority of the voting rights.
- 5 Words in the singular shall include the plural and vice versa.
- 6 A reference to one gender shall include a reference to the other genders.
- 7 A reference to a statute or statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension, or re-enactment and includes any subordinate legislation for the time being in force made under it.
- 8 Any obligation in these terms and conditions on a person not to do something includes an obligation not to agree or allow that thing to be done.
- 9 References to clauses are to the clauses of these terms and conditions.
- 10 Where any statement is qualified by the expression so far as the Service Provider is aware or to the Service Provider's knowledge or any similar expression, that statement shall be deemed to include an additional statement that it has been made after due and careful enquiry.
- 11 Where there is any conflict or inconsistency between the provisions of these terms and conditions or any other document forming part of the agreement with the Council, such conflict or inconsistency shall be resolved in a manner at the Council's sole discretion.

WHEREAS

- (A) The Council wishes to receive a residential care service for adults with learning disabilities
- (B) The Service Provider has the skills, background and experience in providing the Services required by the Council.
- (C) The Service Provider is willing to provide the Services as defined below and the Council is willing to appoint the Service Provider to provide the Services in accordance with the provisions of this Contract.

1 CONTRACT AND TERM

- 1(a) In consideration of the Payments the Service Provider will provide to the Resident(s) as set out in the Specification and this Contract must be read in association with the Assessment of Needs and where there is a conflict this Contract takes precedence.
- 1(b) This Contract shall commence on the Commencement Date and shall continue the Expiry Date subject to Clauses 11 (Breach) and 17 (Extension and Termination) in accordance with the terms of this Contract.
- 1(c) The Resident's accommodation at the Home will be agreed by the Service Provider and the Care Manager in consultation (where appropriate) with the Resident and their family and carers and the Care Manager will record the details on the Individual Support Plan.

2 PAYMENT

- 2(a) In each Financial Year of the Term a sum of £XXXX per annum from the shall be payable by the Council to the Service Provider for up to 6 permanent residential care beds in single rooms.
- 2(b) Payment will be made two weeks in advance and two weeks in arrears.
- 2(c) Payments to the Service Provider will be made through the BACS.
- 2(d) The Service Provider shall not make a charge to the Resident or any Third Party for the Service provided.
- 2(e) The Council reserves the right to set off against the price of the goods or services any sums owed or becoming due to the Council from the Service Provider.
- 2(f) If either Party fails to make any Payment to the other Party under this Contract within 30 days of receipt of an undisputed invoice then the Party who should make payment shall pay interest on the overdue amount at the statutory rate above the Bank of England base rate from time to time further to the Late Payment of Commercial Debts (Interest) Act 1998. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after Judgment.
- 2(g) The Council will determine each Resident's Contribution to the cost of their residential or nursing care. The Council will carry out financial assessments with all prospective Residents using CRAG (Charging for Residential Accommodation Guide) and will invoice each Resident in accordance with their assessed contribution. Under no circumstances should the Service Provider attempt to collect the Residents Contribution from the Resident. The Residents Contribution is collected by the Council

3 COMPLIANCE

- 3(a) The Council undertakes to:
- 3(a)(i) make the Payments to the Service Provider in accordance with Clause 2
 - 3(a)(ii) liaise with the Service Provider regarding the provision of the Service where appropriate.
 - 3(a)(iii) Save as provided in this Contract, no representations, warranties or conditions are given or assumed by the Council in respect of any information which is provided to the Service Provider by the Council and any such representations, warranties or conditions are excluded, save to the extent that such exclusion is prohibited by law
- 3(b) The Service Provider undertakes to comply with the following in the provision of the Service:
- 3(b)(i) provide the Service in accordance with the Specification and with all due diligence care and skill expected of a suitable and experienced provider of such services
 - 3(b)(ii) ensure that no aspect of the Service funded by the Payment is or appears to be party political in intention, use or presentation
 - 3(b)(iii) the Safeguarding adults: multi-agency policy and procedures for the West Midlands
 - 3(b)(iv) all standards required by the Health and Social Care Act 2008 in order to maintain registration thereunder
 - 3(b)(v) all equal opportunities legislation and anti-discriminatory practices including those identified in Clause 31 Equalities
 - 3(b)(vi) ensure that Staff and Subcontractors are made aware of the Council's policy "Speaking Up About Wrongdoing" and that the details of this policy are fully explained to them and shall provide the Council with evidence of doing so upon request
 - 3(b)(vii) the Data Protection Act 1998
 - 3(b)(viii) the standard required of a local authority under the Human Rights Act 1998. The Service Provider shall protect and shall not do anything in breach of Residents' rights under the Act.
 - 3(b)(ix) the principles of Best Value
 - 3(b)(x) the Health and Safety at Work Act 1974 and any relevant health and safety regulations approved codes of practice and HSE guidance
 - 3(b)(xi) declare to the Council at the end of each Financial Year any amount of underspend of the Payment and return the underspend to the Council if requested to do so by the Council.

- 3(b)(xii) The Services shall only be performed/delivered by the Service Provider unless otherwise agreed in writing between the Parties.
- 3(b)(xiii) The Service Provider shall provide the Services in accordance with all current and relevant statutory provisions, regulations or other legislation from time to time in force relating to the provisions of the Services.
- 3(b)(xiv) The Service Provider shall during the Term ensure that every person employed by the Service Provider in the provision of the Services is properly trained and instructed with regard to his/her tasks in relation to the Services
- 3(b)(xv) before the Service Provider engages or employs any person in the provision of the Services, or in any activity related to, or connected with, the provision of the Services, the Service Provider must without limitation, complete the Employment Checks (and any other checks required by the Disclosure and Barring Service).
- 3(b)(xvi) The Service Provider shall carry out its own risk assessments relevant to the Services
- 3(b)(xvii) The Service Provider shall have a written procedure for dealing with complaints about the Service in accordance with Clause 39 Complaints hereof
- 3(b)(xviii) The Service Provider agrees that where requested in writing during the term of this Agreement it will ensure that an appropriately authorised representative of the Service Provider shall attend a Committee meeting of the Council upon being invited to do so by the Council.
- 3(b)(xix) To support the national agenda of Public Health England the Service Provider will engage where appropriate with future public health initiatives on the promotion of physical activity for adults.
- 3(c) Prior to the engagement by the Service Provider of any staff or sub-contractor engaged to provide any part of the Services where such individuals will have contact with children up to the age of eighteen years old or where the performance of the Services may involve contact with vulnerable adults (as defined in the Safeguarding Vulnerable Groups Act 2006) the Service Provider shall procure in respect of all staff or potential staff or other persons intended to perform any part of the Services:
 - 3(c)(i) that each person being considered for engagement be questioned as to whether he/she has any convictions; and
 - 3(c)(ii) that the results of a Disclosure and Barring Service (DBS) check of the

most extensive available kind is obtained in accordance with Part V of the Police Act 1997 (as amended) and that each DBS check should include a search of the list held pursuant to the Protection of Children Act 1999 where the performance of the Service may involve contact with children and/or Safeguarding Vulnerable Groups Act 2006 where the performance of the Service may involve contact with vulnerable adults.

- 3(c)(iii) that a copy of the DBS check results are notified to the Council
- 3(d) The Council reserves the right, on dates to be agreed, to convene informal reviews of the progress of the development of the Services between the Service Provider and the Council to ensure that the Outcomes/Performance Indicators are being achieved.
- 3(e) In the event that an informal review reveals that Outcomes/Performance Indicators are not being met, a formal Review meeting shall take place between the Parties upon 14 days written notice being given to the Service Provider by the Council
- 3(f) The Review meeting shall record in writing any amendments to the Outcomes/Performance Indicator agreed between the Council and the Service Provider.
- 3(g) Where following a Review, the Council acting reasonably determines that the Service Provider has not met the Outcomes/Performance Indicators the Council may:
 - 3(g)(i) serve the Service Provider with a written notice ("Notice") within one month of the Review meeting specifying which of the Outcomes/Performance Indicators it considers that the Service Provider has not met or failed to achieve and giving the Service Provider one calendar month from the date of the Notice to remedy the failure
 - 3(g)(ii) if after one calendar month from the date of the Notice the Service Provider has failed to remedy the failure specified in the Notice then this will be considered to be a breach of the terms of this Contract and the Contract may be terminated in accordance with the provisions contained in Clause 17 (Extension and Termination) herein
 - 3(g)(iii) The Council shall take into account any verbal or written representations made by the Service Provider before proceeding to take any action to terminate this Contract pursuant to this Clause.
- 3(h) The Council reserves the right from time to time to require the Service Provider to prepare and deliver to the Council a satisfactory report recording the

Outcomes/Performance together with its recommendations following the delivery of the Service.

- 3(i) Should the Service Provider provide the Service to Residents who lack the mental capacity to make particular decisions it must familiarise itself with and adhere to the Council's Mental Capacity Act Deprivation of Liberty Safeguards Multi-Agency Guidance and Procedure.
- 3(j) If for any reason the Service Provider is unable to comply with any of its obligations under this Contract it shall notify the Council's Contracts Manager and appropriate Care Manager forthwith in Writing of its failure and the reasons. Compliance with this clause shall not prejudice the Council's rights under clauses 11 (Breach) and 17 (Extension and Termination).
- 3(k) The Service Provider warrants that the signing [execution] of this Contract on its behalf has been validly authorised and the obligations expressed as being assumed by the Service Provider under this Contract constitute valid legal and binding obligations of the Service Provider enforceable against the Service Provider in accordance with their terms.
- 3(l) The Service Provider acknowledges and confirms that:
 - 3(l)(i) it has had an opportunity to carry out a thorough due diligence exercise in relation to the Services and has asked the Council all the questions it considers to be relevant for the purpose of establishing whether it is able to provide the Services in accordance with the terms of this Contract;
 - 3(l)(ii) it has received all information requested by it from the Council pursuant to sub-clause 3(l)(i) to enable it to determine whether it is able to provide the Services in accordance with the terms of this Contract;
 - 3(l)(iii) it has made and shall make its own enquiries to satisfy itself as to the accuracy and adequacy of any information supplied to it by or on behalf of the Council pursuant to sub-clause 3(l)(i);
 - 3(l)(iv) it has raised all relevant due diligence questions with the Council before the Commencement Date; and
 - 3(l)(v) it has entered into this Contract in reliance on its own diligence
 - 3(l)(vi) as at the Commencement Date, the Service Provider warrants and represents that all information contained in the Tender remains true, accurate and not misleading, save as may have been specifically disclosed in writing to the Council prior to execution of the Contract AND shall promptly notify the Council in writing if it becomes aware during the performance of this

Contract of any inaccuracies in any information provided to it by the Council during such due diligence which materially and adversely affects its ability to perform the Services

- 3(l)(vii) The Service Provider shall not be entitled to recover any additional costs from the Council which arise from, or be relieved from any of its obligations as a result of, any matters or inaccuracies notified to the Council by the Service Provider in accordance with sub-clause 3(l)(vi) save where such additional costs or adverse effect on performance have been caused by the Service Provider having been provided with fundamentally misleading information by or on behalf of the Council and the Service Provider could not reasonably have known that the information incorrect or misleading at the time such information was provided.

4 VARIATION

- 4(a) This Contract may only be varied by consent of both of the Parties and any such variation must be in writing and signed by an authorised officer from the Service Provider and an appropriately authorised officer of the Council authorised under the Council's Constitution and it must be annexed to this Contract and shall record the date from which the agreed variation shall have effect.
- 4(b) The Service Provider will not enter into any negotiations either directly or indirectly with any Resident or Third Party the effect of which would be to vary or amend the terms of this Contract without the prior written agreement of the Council.

5 PAYMENT REVIEW

- 5(a) The Service Provider may request the Council to review the Payment under this Contract on the 1st of April following the first full year of operation of the Service and once in each subsequent year of the Contract provided that such request is submitted to the Council by 1st of March in the previous Financial Year to which the increase will apply.
- 5(b) Following such review the Council may increase the fee payable to the Service Provider which shall be linked to the annual inflationary provision to the Council as determined by the Council's Chief Finance Officer or officer of equal standing.
- 5(c) Should any payment review not be concluded by the 1st of April then the Payment for the preceding Financial Year shall remain in full force until such time as any revised Payment is agreed.

- 5(d) An agreed revised Payment submitted in accordance with 5(c) above shall be back-dated to that date.
- 5(e) The Council's decision after the completion of the payment review shall be final.
- 5(f) The Service Provider shall not be entitled to vary the Payment during the existence of this Contract unless with the prior written consent of the Council.
- 5(g) The Service Provider shall not charge, and the Council shall not be liable, for any expenses, charges, costs, fees except the Payments as set out in this Contract
- 5(h) Unless otherwise agreed in writing by the Council, the Service Provider will pay any of its appointed sub-contractors within the time period specified in the Sub-Contract but in any event no later than 30 days from receipt of an undisputed invoice.

6 VAT

The Payment does not include VAT and if VAT is payable then the Council will pay this in addition to the Payment provided that the Service Provider supplies the Council with an appropriate VAT notice.

7 NHS FUNDED NURSING CARE AND CHC

For the avoidance of doubt the Payments shall not include NHS Funded Nursing Care or CHC contributions. Where a Resident is entitled to a contribution towards the cost of their care from the NHS, payment of any applicable NHS Funded Nursing Care or CHC contributions shall be made directly to the Service Provider by the appropriate NHS Clinical Commissioning Group.

8 AGENCY

- 8(a) The Service Provider is an independent contractor and nothing in this Contract shall render it an agent of the Council and the Service Provider shall not hold itself out as the Council's agent nor shall it have the power or the right to bind the Council to any obligation.
- 8(b) Under the terms of this Contract the Service Provider shall not have and shall in no way represent itself as having the power to make vary discharge or waive any by-law or regulation of any kind.

9 ACCOUNTING

- 9(a) The Service Provider shall ensure that all necessary accounting arrangements exist to distinguish between the Payment and any funds held on behalf of the Resident or any other funds held by the Service Provider.
- 9(b) All bank, building society, post office or other account statements together with all other supporting documentation pertaining to Residents monies held by the

Service Provider shall be retained by the Service Provider and made available for inspection by the Council.

- 9(c) The Service Provider will (upon the Council's request) produce records of any funding held on behalf of Residents which shall clearly identify the balance held and the date funds are paid in and withdrawn.
- 9(d) The Service Provider will facilitate the inspection of all financial records held in connection with the Service and shall produce a copy of its annual audited accounts as soon as is reasonably practicable if requested to do so by the Council.
- 9(e) The Service Provider shall provide such financial information as the Council may reasonably require from time to time to assess the financial viability and monitor the performance of the Service Provider.
- 9(f) The Service Provider shall compile maintain and keep the information and records as required in the Specification and such information as the Council may from time to time reasonably require to enable the Council to submit any information or data required for the purposes of the Performance Indicators.
- 9(g) The Council may by Notice in Writing to the Service Provider authorise the statutory auditors of the Council or any regulatory body to which the Council is subject including but without limitation the Commissioner for Local Administration to exercise any of the rights exercisable under this clause by the Council. For these purposes the "statutory auditors of the Council" shall include any body appointed by the Council.

10 NOTICES

- 10(a) The Service Provider shall comply with and give any Notices required under the Contract or required by any Act of Parliament any instrument rule or order made under any Act of Parliament or any regulation or by-law of any local authority which may have jurisdiction in respect of the Service Provider.
- 10(b) Any Notice under this Contract must be in Writing and can only be sent by:
 - 9(b)(i) recorded delivery post or
 - 9(b)(ii) personal delivery
- 10(c) The Service Provider's address for the purpose of delivery of a Notice is as set out above and all Notices sent to the Service Provider under this Contract must be sent to the Service Provider's [add in relevant job title eg Chief Executive]
- 10(d) The Council's address for the purpose of delivery of a Notice is Contracts Manger, Commissioning, Development & Procurement Team, Shropshire Council, Shirehall, Third Floor Room 3S36 Abbey Foregate Shrewsbury SY2 6ND and a separate copy must also be sent to the Council's Procurement

Manager Shirehall Abbey Foregate Shrewsbury SY2 6ND.

- 10(e) All such Notices if delivered by hand shall be deemed to be served immediately and if posted shall be deemed to have been served two days after the date when posted unless the party upon whom the Notice was purported to be served has informed the serving party within 24 hours of partial receipt that the Notice was not received in full.

11 BREACH

- 11(a) In the event that the Service Provider is in breach of his obligations under this Contract then the Council shall serve a Notice requiring the Service Provider to take such action as the Council deems necessary to remedy the breach upon the terms and within the time stipulated in the Notice.
- 11(b) The following obligations are conditions of this Contract and any breach of them shall be deemed a fundamental breach which shall determine this Contract immediately by the giving of a written Notice:
- 11(b)(i) Failure to comply with a Notice to remedy a breach 10(a)
- 11(b)(ii) Assignment by the Service Provider of any of his obligations under this Contract without the prior written consent of the Council
- 11(b)(iii) If the Service Provider was convicted of any offence the effect of which under the provisions of any legislation would prevent the Council from contracting with him or maintaining any existing contractual relationship
- 11(b)(iv) If the Service Provider is issued with a Notice from the Health and Safety Executive or Registration Body prohibiting it from operating.

12 PREVENTION OF BRIBERY

- 12(a) The Service Provider:
- 112a)(i) shall not, and shall procure that all Service Provider Personnel shall not, in connection with this Agreement commit a Prohibited Act;
- 12(a)(ii) warrants, represents and undertakes that it is not aware of any financial or other advantage being given to any person working for or engaged by the Council, or that an agreement has been reached to that effect, in connection with the execution of this Agreement, excluding any arrangement of which full details have been disclosed in writing to the Council before execution of this Contract.
- 12(b) The Service Provider shall:
- 12(b)(i) if requested, provide the Council with any reasonable assistance, at the Council's reasonable cost, to enable the Council to perform any activity required by any relevant government or agency in any

relevant jurisdiction for the purpose of compliance with the Bribery Act;

12(b)(ii) the Service Provider shall, within 10 Working Days of a request from the Council, certify to the Council in writing (such certification to be signed by an officer of the Service Provider) the Service Provider's compliance with this Clause 12 and provide such supporting evidence of compliance with this Clause 12 by the Service Provider as the Council may reasonably request.

12(c) If any breach of Clause 12 is suspected or known, the Service Provider must notify the Council immediately.

12(d) If the Service Provider notifies the Council that it suspects or knows that there may be a breach of Clause 12(a), the Service Provider must respond promptly to the Council's enquiries, co-operate with any investigation, and allow the Council to audit books, records and any other relevant documentation. This obligation shall continue for two years following the expiry or termination of this Contract.

12(e) The Council may terminate this Contract by written notice with immediate effect, and recover from the Service Provider the amount of any loss directly resulting from the cancellation, if the Service Provider or Service Provider Personnel (in all cases whether or not acting with the Service Provider's knowledge) breaches Clause 12(a). At the Council's absolute discretion, in determining whether to exercise the right of termination under this Clause 12(e), the Council shall give consideration, where appropriate, to action other than termination of this Agreement unless the Prohibited Act is committed by the Service Provider or a senior officer of the Service Provider or by an employee, Sub-Contractor or supplier not acting independently of the Service Provider. The expression "not acting independently of" (when used in relation to the Service Provider or a Sub-Contractor) means and shall be construed as acting:

12(e)(i) with the authority; or,

12(e)(ii) with the actual knowledge; of any one or more of the directors of the Service Provider or the Sub-Contractor (as the case may be); or

12(e)(iii) in circumstances where any one or more of the directors of the Service Provider ought reasonably to have had knowledge.

12(f) Any notice of termination under Clause 12(e) must specify:

12(f)(i) the nature of the Prohibited Act;

12(f)(ii) the identity of the party whom the Council believes has committed the Prohibited Act; and

- 12(f)(iii) the date on which this Agreement will terminate.
- 12(g) Despite Clause 14 (Disputes), any dispute relating to:
- 12(g)(i) the interpretation of Clause 12; or
- 12(g)(ii) the amount or value of any gift, consideration or commission, shall be determined by the Council and its decision shall be final and conclusive.
- 12(h) Any termination under Clause 12(e) will be without prejudice to any right or remedy which has already accrued or subsequently accrues to the Council.

13 INSURANCE

- 13(a) The Service Provider shall effect and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover, or in accordance with any legal requirement for the time being in force, in respect of all legal liability which may be incurred by the Service Provider, arising out of the Service Provider's performance of this Agreement, including death or personal injury, loss of or damage to property or any other loss, and unless otherwise agreed with the Council such policy or policies of Public Liability and Employers Liability insurance shall provide for a minimum indemnity limit of £5,000,000 (FIVE MILLION POUNDS).
- 13(b) The Service Provider shall hold and maintain the insurances required under this Agreement for a minimum of 6 years following the expiration or earlier termination of this Agreement
- 13(c) The Service Provider warrants that it has complied with this Clause 12 and shall provide the Council with certified copies of the relevant policy documents (including any warranties or exclusions) together with receipts or other evidence of payment of the latest premiums due under those policies prior to the commencement of this Agreement and annually thereafter during the Term.
- 13(d) The Service Provider shall:
- (a) do nothing to invalidate any insurance policy
- (b) notify the Council if any policy is (or will be) cancelled or its terms are (or will be) subject to any material change
- 13(e) For the avoidance of doubt, the terms of any insurance or the amount of cover shall not relieve the Service Provider of any liabilities under this Contract.
- 13(f) Where the minimum limit of indemnity required in relation to any of the insurances is specified as being "in the aggregate":
- 13(f)(i) if a claim or claims which do not relate to this Agreement are notified to the insurers which, given the nature of the allegations and/or the quantum claimed by the third party(ies), is likely to result in a claim

or claims being paid by the insurers which could reduce the level of cover available below that minimum, the Service Provider shall immediately submit to the Council:

- (i) details of the policy concerned; and
- (ii) its proposed solution for maintaining the minimum limit of indemnity specified; and

13(f)(ii) if and to the extent that the level of insurance cover available falls below that minimum because a claim or claims which do not relate to this Contract are paid by insurers, the Service Provider shall:

- (i) ensure that the insurance cover is reinstated to maintain at all times the minimum limit of indemnity specified for claims relating to this Agreement; or
- (ii) if the Service Provider is or has reason to believe that it will be unable to ensure that insurance cover is reinstated to maintain at all times the minimum limit of indemnity specified, immediately submit to the Council full details of the policy concerned and its proposed solution for maintaining the minimum limit of indemnity specified.

14 INDEMNITY

14(a) The Service Provider shall indemnify the Council against all liabilities, costs, expenses, damages and losses (including any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other [reasonable] professional costs and expenses) suffered or incurred by the Council arising out of or in connection with:

- (a) The performance, defective performance or otherwise of this Contract by the Service Provider or the Service Provider Staff
- (b) Any claim made against the Council for actual or alleged infringement of a third party's Intellectual Property Rights arising out of, or in connection with the provision of the Services
- (c) Any claim made against the Council by a third party arising out of, or in connection with, the supply of the Services, to the extent that such claim arises out of the breach, negligent performance or failure or delay in performance of this Contract by the Service Provider or the Service Provider's Staff; and
- (d) Any claim made against the Council by a third party for death, personal injury or damage to property arising out of, or in connection with the delivery of the Services and performance of this Contract to the extent that the defective performance is attributable to the acts or omissions of the Service Provider or the Service Provider's Staff

- 14(b) The Council shall indemnify the Service Provider against all reasonable claims, costs and expenses which the Service Provider may incur and which arise, directly from the Council's breach of any of its obligations under this Contract.
- 14(c) Nothing in this Contract shall limit or exclude the liability of either Party for:
- (a) death or personal injury resulting from negligence; or
 - (b) fraud or fraudulent misrepresentation; or
 - (c) the indemnities given in this Clause 14

15 AUTHORISED OFFICER AND SERVICE PROVIDER REPRESENTATIVE

- 15(a) The Authorised Officer shall be appointed by the Council to act in the name of the Council for the purposes of the contract evidenced by this Contract.
- 15(b) The Service Provider shall appoint a Service Provider Representative to act in the name of the Service Provider for the purposes of the contract evidenced by this Contract
- 15(c) The Parties shall notify each other in writing of any replacement Authorised Officer or Service Provider Representative or if any person ceases to be either the Authorised Officer or Service Provider Representative.
- 15(d) The Authorised Officer shall monitor on behalf of the Council, the provision of the Services supplied by the Service Provider and act as liaison officer with the Service Provider's Representative in respect of the operation of the Services. Any issues raised by the Authorised Officer with regard to the delivery of the Services shall in the first instance be addressed and dealt with by the Service Provider's Representative on the Service Provider's behalf.

16 INTELLECTUAL PROPERTY

- 16(a) In the absence of prior written agreement by the Council to the contrary, all Intellectual Property created by the Service Provider or any employee, agent or subcontractor of the Service Provider:
- 16(a)(i) in the course of performing the Services; or
 - 16(a)(ii) exclusively for the purpose of performing the Services,
- shall vest in the Council on creation.
- 16(b) Unless stated expressly in writing in this Contract, neither Party will acquire any ownership interest in or licence of the other's Intellectual Property by virtue of this Contract
- 16(c) The Service Provider shall indemnify the Council against all claims, demands, actions, costs, expenses (including legal costs and disbursements on a solicitor and client basis), losses and damages arising from or incurred by reason of any infringement or alleged infringement (including the defence of such alleged infringement) of any Intellectual Property Right by the availability

of the Services, except to the extent that they have been caused by or contributed to by the Council's acts or omissions.

16(d) This provision shall survive the expiration or termination of the Contract

17 EXTENSION AND TERMINATION

17(a) Unless terminated in accordance with this Clause or Clause 11 (Breach) or 12 (Prevention of Bribery) this Contract will remain in force from the Commencement Date until the Expiry Date. The Council may in its absolute discretion extend the duration of this Contract by a further period of **two years** commencing from the Expiry Date and must inform the Service Provider in Writing of its intention to extend the Contract at least 3 months before the Expiry Date and any extension must comply with the requirements of Clause 4 (Variation). In the event that the Council exercises its right to extend the duration of this contract, the terms of this Contract shall apply to the extended period. For the avoidance of doubt the maximum period that this Contract shall be extended is **two years** from the Expiry Date.

17(b) This Contract may be terminated prior to the Expiry Date in the following circumstances:-

17(b)(i) by either the Council or the Service Provider by giving **6 months'** Notice in Writing to the other party

17(b)(ii) if in the reasonable opinion of the Council it is no longer practicable to maintain a satisfactory or viable relationship with the Service Provider because the Service Provider or its Staff have acted unlawfully or fraudulently or there has been a serious breakdown of mutual trust between the Parties.

17(b)(iii) if the Service Provider becomes the subject of a voluntary arrangement under section 1 Insolvency Act 1986 or is unable to pay its debts within the meaning of section 123 Insolvency Act 1986; has a receiver manager administrator or administrative receiver appointed over all or any parts of its undertaking assets or income; has passed a resolution for its winding up; has a petition presented to any court for its winding up or for an administration order; or if any distraint execution or other process is levied or enforced on any property of the other and is not paid out withdrawn or discharged within 14 days.

17(b)(iv) Loss of registration with Registration Body

17(b)(v) by either Party if the other Party commits a material breach of this Contract and, in the case of a breach capable of being remedied, fails to remedy it within 14 calendar days of being given notice in

writing setting out the breach and indicating that failure to remedy the breach may result in termination of this Contract.

17(b)(vi) by either Party where the other Party commits a series of minor breaches which, when taken together, amount to a material breach;

17(b)(vii) by either Party where the other Party commits a material breach of this Contract which cannot be remedied under any circumstances;

17(b)(viii) by the Council forthwith by notice where the Service Provider commits a material breach as a result of a failure to comply with a Notice issued in accordance with Clause 11 (Breach)

17(b)(ix) by either Party where the other Party ceases to carry on its business or substantially the whole of its business

17(c) In the event of this Contract being terminated at any time prior to the Expiry Date for any reason then the Council's obligations under Clause 2 (Payment) will cease no further Payment will be made and the Service Provider shall repay to the Council all (if any) of the Payment already received (after the liabilities of the Service Provider in the provision of the Service in accordance with this Contract have been met).

17(d) Without prejudice to the generality of the foregoing the Council reserves the right to suspend referrals to the Service where in the reasonable opinion of the Council there is any improper conduct on the part of the Service Provider its Staff and Subcontractors and this will be considered a breach of this Contract which may result in the suspension of referrals and or reduction / clawback of part of the Payment consistent with the reduction in Service. Improper conduct includes any action which the Council may reasonably consider to be to the detriment or the welfare of Residents either by action or neglect including but not limited to:

17(d)(i) Fraud or theft from Residents

17(d)(ii) Neglect of Residents

17(d)(iii) Cruelty and assault to or upon Residents including verbal and any other forms of psychological abuse

17(d)(iv) Financial malpractice

17(d)(v) Sexual relationships between Staff and Residents

17(d)(vi) Racial harassment

17(d)(vii) Loss of registration with Registration Body

17(d)(viii) Under investigation by the Council.

17(e) If the Contract is terminated as provided by Clause 11 (Breach) or 12 (Prevention of Bribery) or 17 (Extension and Termination) above the Council shall:

- 17(e)(i) cease to be under any obligation to make further Payment until the cost loss and/or damage resulting from or arising out of the termination of the Contract shall have been calculated and provided such calculation shows a sum or sums due to the Service Provider;
- 17(e)(ii) be entitled to make other arrangements and if necessary pay other persons to provide the Services
- 17(e)(iii) be entitled to deduct from any sum or sums which would have been due from the Council to the Service Provider under this Contract or be entitled to recover the same from the Service Provider as a debt any loss or damage to the Council resulting from or arising out of the termination of this Contract and further such loss or damage shall include the reasonable cost to the Council of the time spent by its officers in terminating this Contract and in making alternative arrangements for the provision of the Services provided that the Council will be under a duty to take all reasonable action to mitigate the loss or damage pursuant to this clause.
- 17(f) Whilst this Contract affords the Council and the Service Provider reciprocal rights to terminate as per the terms of Clause 17(b)(i) the Parties acknowledge that the expectation of most Residents is that the Parties will not act unreasonably or to the prejudice of the Residents so far as is reasonably practicable.
- 17(g) Where notice to terminate is given pursuant to this Clause 17, this Contract shall terminate with effect on the date specified in the notice.

18 CONSEQUENCES OF TERMINATION

- 18(a) Other than as set out in this Contract, neither Party shall have any further obligations to the other under this Contract after its termination
- 18(b) Any provision of this Contract which expressly or by implication is intended to come into or continue in force on or after termination of this Contract shall remain in full force and effect
- 18(c) Termination of this Contract, for any reason, shall not affect the accrued rights, remedies obligations or liabilities of the Parties existing at termination
- 18(d) Notwithstanding its obligations in this Clause 18, if a Party is required by law, regulation, or government or regulatory body to retain any documents or materials containing the other Party's Confidential Information, it shall notify the other Party in writing of such retention, giving details of the documents and/or materials it must retain.
- 18(e) upon termination of this Contract for any reason, the Service Provider shall, at its own cost, deliver, and require that its employees, agents and sub-

contractors deliver, to the Council all Project Materials, information and any other property of the Council which are in the possession or control of the Service Provider or the Service Provider's employees, agents or Sub-Contractors at the date of termination.

19 DISPUTES

19(a) If any dispute or difference shall arise between the Parties as to the construction of this Contract or any matter or thing of whatever nature arising under this Contract or in connection with it then the same shall be dealt with as follows:-

19(a)(i) In the first instance a special meeting of both the Parties shall be arranged on 14 days' written notice to the other party and the matter shall be discussed and the representatives shall use their reasonable endeavours to resolve the dispute

19(a)(ii) If the dispute cannot be resolved in accordance with the preceding sub-clause then either one of the Parties may serve the Council's Chief Executive or the Service Provider's senior officer or such other authorised officer of either party whose details have been notified to the other party, with notice of the dispute and those officers shall then appoint their representative to adjudicate and use their reasonable endeavours to resolve the dispute within 21 days of receipt of such notice

20 ASSIGNMENT, TRANSFER AND SUB-CONTRACTING

20(a) Neither Party shall be entitled to assign, novate or otherwise dispose of any or all of its rights and obligations under this Contract without the prior written consent of the other Party PROVIDED that the Council may,

20(a)(i) assign any of its rights under this Contract; or

20(a)(ii) transfer all of its rights or obligations by novation, to another person without the Service Provider's consent where such assignment, transfer or novation is to an Associated Person of the Council;

20(b) Any consent required under Clause 20(a) must not be unreasonably withheld or delayed and if not expressly refused within five Working Days shall be deemed given.

20(c) The Service Provider will not, without the written consent of the Council, sub-contract its right or obligations under this Contract nor allow Services to be provided other than through the Service Provider's Staff and using its own equipment.

20(d) In the event that consent is given by either Party to the other Party to the placing of sub-contracts, copies of each sub-contract and order shall be sent

- by the sub-contracting Party to the consenting Party immediately it is issued
- 20(e) Subject to Clause 20(a), in the event that either Party wishes to assign its rights and obligations under this Contract, the assignor must obtain a written undertaking from the assignee to the consenting Party that it will be bound by the obligations of the assignor under this Contract.
- 20(f) Notwithstanding the Service Provider's right to sub-contract pursuant to this Clause 20, the Service Provider shall remain responsible for all acts and omissions of its Sub-contractors and the acts and omissions of those employed or engaged by the Sub-Contractors as if they were its own and shall be responsible for the work of the Sub-Contractor whose work shall be undertaken to the same standard as stated in the Specification.
- 20(g) Where 20% or more of the Service Provider's overall workforce is made up of people from agencies (or not employed directly by the Service Provider) this may be considered assignment or subcontracting of the Service Provider's obligations under this Contract and require written consent of the Council which it shall be absolutely entitled to withhold.

21 FORCE MAJEURE

- 21(a) Subject to the provisions of Clause 21(b) neither the Service Provider nor the Council shall be liable for any delay or failure in performing its obligations hereunder for any circumstances beyond its reasonable control such as (but not restricted to) flood fire and civil unrest but the Council shall in such circumstances be entitled to take such action as is reasonable and necessary to protect the interest of the Residents.
- 21(b) Save where such delay or failure is caused by the act or omission of the other party (in which event the rights remedies and liabilities of the Parties shall be those conferred and imposed by the other terms of this Contract and by Law):-
- 21(b)(i) any charges arising from such delay or failure shall be borne by the party incurring the same
- 21(b)(ii) either party may if such delay or failure continues for more than 90 (ninety) days terminate this Contract forthwith on giving Notice (as determined by Clause 10) to the other party in which event neither party shall be liable to the other by reason of such termination.
- 21(c) For the avoidance of doubt "force majeure" shall not include any labour dispute between the Service Provider and its Staff or the failure to provide the Service by any of the Service Provider's Subcontractors.

22 WAIVER

Failure at any time by either party to enforce any of the provisions hereof shall not be construed as a waiver of any such provisions and shall not affect the validity or any

part of it or the right of the Council to enforce any provision of this Contract in accordance with its terms.

23 SEVERANCE

If any of the provisions of this Contract shall become or shall be declared by any court of competent jurisdiction to be invalid or unenforceable in any way such invalidity or unenforceability shall in no way impair or affect any other provision all of which shall remain in full force and effect.

24 LAW

This Contract shall be governed and construed in accordance with the laws of England and the Parties agree to submit to the jurisdiction of the English Courts.

25 THIRD PARTY RIGHTS

Unless the right of enforcement is expressly provided it is not intended that a third party should have the right to enforce a provision of this Contract under the Contracts (Rights of Third Parties) Act 1999.

26 REMEDIES CUMULATIVE

Any remedy or right which the Council may exercise in relation to a breach committed by the Service Provider shall be in addition to and shall be capable of being exercised without prejudice to all other rights and remedies available to the Council.

27 CONCLUSION OF CONTRACT

27(a) Upon the expiry or termination of this Contract and upon the Council's request the Service Provider must give an officer of the Council or any person the Council specifies copies of all data information files records documents and the like (in whatever form that they may be held) which the Council earlier supplied to the Service Provider for the purposes of this Contract or which were produced or augmented by the Service Provider in connection with the carrying out of obligations under this Contract and the Service Provider must retain Resident records for a minimum of 6 years after the expiry of this Contract

27(b) Clause 27(a) is subject to the provisions of Paragraph 16 of Schedule 2.

28 SUSTAINABILITY

The Service Provider will at all times use its best endeavours to source all materials used to provide the Service from sustainable and renewable sources.

29 FREEDOM OF INFORMATION ACT 2000 (FOIA) AND ENVIRONMENTAL INFORMATION REGULATIONS 2004 (EIR)

29(a) The Service Provider acknowledges that the Council is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and cooperate with the Council to enable the Council to comply with its Information disclosure obligations.

- 29(b) The Service Provider shall notify the Council of any Commercially Sensitive Information provided to the Council together with details of the reasons for its sensitivity and the Service Provider acknowledges that any lists or schedules of Commercially Sensitive Information so provided are of indicative value only and that the Council may be obliged to disclose such information.
- 29(c) The Service Provider shall:
- 29(c)(i) transfer to the Council all Requests for Information that it receives as soon as practicable and in any event within two Working Days of receiving a Request for Information;
 - 29(c)(ii) provide the Council, at the Service Provider's expense, with a copy of all Information in its possession, or power in the form that the Council requires within five Working Days (or such other period as the Council may specify) of the Council's request; and
 - 29(c)(iii) provide, at the Service Provider's expense, all necessary assistance as reasonably requested by the Council to enable the Council to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the EIR.
- 29(d) The Council shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this Contract or any other agreement whether the Commercially Sensitive Information and/or any other Information is exempt from disclosure in accordance with the provisions of the FOIA or the EIR and in considering any response to a Request for Information the Council may consult with the Service Provider prior to making any decision or considering any exemption.
- 29(e) In no event shall the Service Provider respond directly to a Request for Information unless expressly authorised to do so by the Council.
- 29(f) The Service Provider acknowledges that (notwithstanding the provisions of this Freedom of Information clause) the Council may, acting in accordance with the Ministry of Justice's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000 ("the Code"), be obliged under the FOIA, or the EIR to disclose information concerning the Service Provider or the Services:
- 29(f)(i) in certain circumstances without consulting the Service Provider; or
 - 29(f)(ii) following consultation with the Service Provider and having taken their views into account; provided always that where sub-clause 28(f)(i) above applies the Council shall, in accordance with any recommendations of the Code, take reasonable steps, where

appropriate, to give the Service Provider advanced notice, or failing that, to draw the disclosure to the Service Provider's attention after any such disclosure.

29(g) The Service Provider shall ensure that all Information required to be produced or maintained under the terms of this Contract, or by law or professional practice or in relation to the Contract is retained for disclosure for at least the duration of the Contract plus one year together with such other time period as required by the Contract, law or practice and shall permit the Council to inspect such records as requested from time to time.

29(h) The Council shall in no event be liable for any loss, damage, harm, or detriment, howsoever caused, arising from or in connection with the reasonable disclosure under FOIA, or any other law, of any information (including Exempt Information) whether relating to this Contract or otherwise relating to any other party.

30 TUPE

30(a) The Service Provider shall provide to the Council any information reasonably required in connection with TUPE when requested to do so and the Council undertakes to use such information only for purposes in connection with TUPE and to ensure that any third party who requests the TUPE information has undertaken to use it only in connection with a tender for Service and for TUPE purposes and in the event of non compliance by the Service Provider with this Clause 30(a) then:

30(a)(i) the Parties acknowledge that the Council shall be entitled to an injunction of an order for specific performance in order to obtain the required TUPE information; and

30(a)(ii) the Service Provider shall reimburse all expenses incurred by the Council in enforcing the Service Provider's compliance with this clause and for the avoidance of doubt this shall include the cost of the Council officer time.

30(b) At any time during the period of 9 (nine) months before the Expiry Date or in the event that this Contract is terminated in accordance with Clauses 11 Breach or 17 Extension & Termination of this Contract within 28 days of giving or receiving notice of such termination or where the Contract is terminated forthwith the Service Provider shall on the written request of the Council collate whatever information is required for the purposes of the Transfer of Undertaking (Protection of Employment) Regulations 1981 as amended and the Acquired Rights Directive 1977 (the "TUPE Information") which may include but shall not be limited to:-

- 31(b)(i)the number of Staff including supervisory and administrative Staff employed by the Service Provider and any Sub-Contractor employed in the Service
- 30(b)(ii)the terms and conditions of employment of those Staff and
- 30(b)(iii)any information relating to those Staff as properly may be required by the Council under this clause.
- 30(c) In the event that the Council commences procedures for inviting tenders to provide the Service the Service Provider shall make the TUPE information available on request to any person who wishes to submit a tender (a “Tenderer”) provided that such Tenderer shall undertake to use the TUPE Information for the purposes of submitting a tender to the Council and for no other purposes.
- 30(d) Throughout the period specified in Clause 30(b) the Service Provider shall maintain and amend the TUPE information to the extent necessary to ensure that it is completely accurate and up to date and in the event that such amendments are made the Service Provider shall inform any person to whom it has made the TUPE information available in accordance with this clause of the nature extent and content of those amendments and the reasons why they have been made.
- 30(e) The Service Provider shall if requested by the Council provide the same information relating to employees or its contractors Sub-Contractors and agents where relevant to the provision of the Service and shall use its reasonable endeavours to procure co-operation from such Sub-Contractors.
- 30(f) In the event that there is a transfer of employees pursuant to TUPE the Service Provider shall co-operate and where relevant use its reasonable endeavours to procure the co-operation of its Sub-Contractors and agents in the orderly transfer of any relevant Staff.
- 30(g) The Service Provider shall indemnify the Council against any and all losses costs expenses awards or liabilities incurred by the Service Provider in connection with or as a result of any claims demands or proceedings of whatever nature by any employee or former employee of the Service Provider or its Sub-Contractors or agents arising out of any non-compliance with TUPE except any such losses cost expenses awards or liabilities incurred due to any fault on the part of the Council.
- 30(h) The Council gives no express indemnity nor should it be taken as an implied indemnity whether particular to the Sub-Contractor or jointly for any matter connected with or arising out of the compliance or non-compliance with the requirements of TUPE.

- 30(i) The Service Provider shall not in any circumstances make any claim against the Council in connection with the effect on the Contract of TUPE
- 30(j) Throughout the period specified in Clause 30(b) the Service Provider undertakes:
- 30(j)(i) not to change the Staff structure grade hours or scales of pay or Service delivery structure without the prior written consent of the Council (such consent not to be unreasonably withheld) but not limited to changes to preclude or promote application of TUPE upon termination or expiry of the Contract
- 30(j)(ii) to consult with Staff and trade unions during the whole process of TUPE.
- 30(k) If requested to do so by the Council the Service Provider shall supply to the Council any and all relevant information and data to permit the Council to prepare the necessary documentation in respect of any subsequent review or possible invitation for tenders for the Service or including information sufficient to enable the Council to meet its legal obligations and to obtain Best Value.

31 EQUALITIES

- 31(a) The Service Provider shall not unlawfully discriminate either directly or indirectly on such grounds as race or ethnic origin, disability, gender, sexual orientation, religion or belief, or age in the supply and provision of Goods, Services or Works under this Contract, or in its employment practices.
- 31(b) Without prejudice to the generality of the foregoing, the Service Provider shall not unlawfully discriminate within the meaning and scope of the Equalities Act 2010 or other relevant legislation, or any statutory modification or re-enactment thereof.
- 31(c) In addition, the Service Provider in providing services to the Council will comply with the general duty imposed on local authorities by Section 149 of the Equality Act 2010 to eliminate discrimination, harassment and victimisation and promote equality of opportunity between persons who share a protected characteristic and those who do not share it and to foster good relations between persons who share a protected characteristic and those who do not share it .
- 31(d) The Service Provider will take all reasonable steps to observe as far as possible the Codes of Practice produced by the Equalities and Human Rights Commission, which give practical guidance to employers on the elimination of discrimination.
- 31(e) In the event of any finding of unlawful discrimination being made against the Service Provider during the contract period, by any court or employment

tribunal, or any adverse finding or formal investigation by the Equalities and Human Rights Commission over the same period, the Service Provider shall inform the Council of this finding and shall take appropriate steps to prevent repetition of the unlawful discrimination.

- 31(f) The Service Provider will provide a copy of its policies to the Council at any time upon request. In addition, the Council may reasonably request other information from time to time for the purpose of assessing the Service Provider's compliance with the above conditions.

32 CONFIDENTIAL INFORMATION

- 32(a) The Service Provider will keep confidential any information it becomes aware of by reason of the operation of this Contract and any other information which the Council may from time to time determine as relevant to this Contract and shall not use divulge or communicate the same to any third party without the consent in writing of the Council.
- 32(b) The Service Provider shall at all times keep confidential all information held or known in respect of its past or present Residents.
- 32(c) The Service Provider shall not mention the Council's name in connection with this Contract or disclose the existence of the Contract in any publicity material or other similar communication to third parties without the Council's prior consent in writing.
- 32(d) Except to the extent set out in this clause or where disclosure is expressly permitted elsewhere in this Contract, each party shall:
- 32(d)(i) treat the other Party's Confidential Information as confidential; and
 - 32(d)(ii) not disclose the other Party's Confidential Information to any other person without the owner's prior written consent
- 32(e) Clause 32(d) shall not apply to the extent that:
- 32(e)(i) such disclosure is a requirement of law placed upon the party making the disclosure, including any requirements for disclosure under the Audit Commission Act 1998 or under the FOIA or the Environmental Information Regulations pursuant to the above clause regarding Freedom of Information
 - 32(e)(ii) such information was in the possession of the party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner
 - 32(e)(iii) such information was obtained from a third party without obligation of confidentiality
 - 32(e)(iv) such information was already in the public domain at the time of disclosure otherwise than by a breach of this Contract

- 32(e)(v) it is independently developed without access to the other party's Confidential Information.
- 32(f) The Service Provider may only disclose the Council's Confidential Information to the Service Provider's Staff who are directly involved in the provision of the Service and who need to know the information, and shall ensure that such Service Provider's Staff are aware of and shall comply with these obligations as to confidentiality.
- 32(g) The Service Provider shall not, and shall procure that the Service Provider's Staff do not, use any of the Council's Confidential Information received otherwise than for the purposes of this Contract.
- 32(h) The Service Provider shall ensure that its employees and agents are aware of and comply with Clause 32 and shall indemnify the Council against any loss or damage sustained or incurred as a result of any breach of confidence by the Service Provider, its employees or agents.
- 32(i) The Service Provider shall ensure that its employees and agents are aware of and comply with paragraph 5 Schedule 2 Service Standards and shall indemnify the Council against any loss or damage sustained or incurred as a result of any breach of confidence by such persons mentioned above.
- 32(j) The Service Provider its Staff and any person employed or engaged by the Service Provider in connection with this Contract shall:
- 32(j)(i) only use the Confidential Information for the purposes of this Contract
 - 32(j)(ii) not disclose any of the Confidential Information to any third party without the prior written consent of the Council which consent the Council shall be absolutely entitled to refuse
 - 32(j)(iii) not use the Confidential Information for the solicitation of business from the Council
- 32(k) Nothing in this Contract shall prevent the Council from disclosing the Service Provider's Confidential Information:
- 32(k)(i) to any consultant, contractor or other person engaged by the Council
 - 32(k)(ii) for the purpose of the examination and certification of the Council's accounts or any other form of audit of the Council.
- 32(l) The Council shall use all reasonable endeavours to ensure that any government department, employee, third party or Sub-contractor to whom the Service Provider's Confidential Information is disclosed pursuant to this Contract is made aware of the Council's obligations of confidentiality.

- 32(m) The provisions of this Clause shall survive the expiration or termination of this Contract

33 COUNCIL DATA

- 33(a) The Service Provider shall not delete or remove any copyright or proprietary notices contained within or relating to the Council Data.
- 33(b) The Service Provider shall not store, copy, disclose, or use the Council Data except as necessary for the performance by the Service Provider of its obligations under this Contract or as otherwise expressly authorised in writing by the Council and in particular the Service Provider shall not store any Council Data, which the Council has notified the Service Provider requires storage in an encrypted format, on any portable device or media unless that device is encrypted.
- 33(c) To the extent that Council Data is held and/or processed by the Service Provider, the Service Provider shall supply that Council Data to the Council as requested by the Council in any format specified reasonably requested by the Council.
- 33(d) The Service Provider shall take responsibility for preserving the integrity of Council Data and preventing the corruption or loss of Council Data and shall take such back up copies of the Council Data at regular intervals appropriate to the frequency of the revision of the Council Data.
- 33(e) The Service Provider shall ensure that any system on which the Service Provider holds any Council Data, including back-up data, is a secure system that complies with the Council's security policy to include, but not limited to, the following requirements:
- 33(e)(i) Access to the system is restricted to Service Provider Staff with a legitimate need to access the Council Data
 - 33(e)(ii) The system is kept up to date with the latest versions of operating system and anti-virus updates
 - 33(e)(iii) Transfer of data to and from the system is conducted in a secure manner.
- 33(f) If the Council Data is corrupted, lost or sufficiently degraded as a result of the Service Provider's default so as to be unusable, the Council may:
- 33(f)(i) require the Service Provider (at the Service Provider's expense) to restore or procure the restoration of Council Data as soon as practicable; and/or
 - 33(f)(ii) itself restore or procure the restoration of Council Data, and shall be repaid by the Service Provider any reasonable expenses incurred in doing so including the restoration of the Council Data

- 33(g) If at any time the Service Provider suspects or has reason to believe that Council Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, then the Service Provider shall notify the Council via the Council's ICT Helpdesk immediately and inform the Council of the remedial action the Service Provider proposes to take.
- 33(h) The Service Provider shall check for and delete Malicious Software and if Malicious Software is found, the Parties shall co-operate to reduce the effect of the Malicious Software and, particularly if Malicious Software causes loss of operational efficiency or loss or corruption of Council Data, assist each other to mitigate any losses and to restore the Services to their desired operating efficiency.
- 33(i) Any cost arising out of the actions of the Parties taken in compliance with the provisions of sub-clause 33(h) above shall be borne by the Parties as follows:
- 33(i)(i) by the Service Provider where the Malicious Software originates from the Service Provider Software, the Third Party Software or the Council Data (whilst the Council Data was under the control of the Service Provider); and
 - 33(i)(ii) by the Council if the Malicious Software originates from the Council Software or the Council Data (whilst the Council Data was under the control of the Council).

34 DATA PROTECTION

- 34(a) The Service Provider shall (and shall procure that any of its Staff involved in the provision of this Contract) comply with any notification requirements under the Data Protection Legislation and both Parties will duly observe all their obligations under the Data Protection Legislation, which arise in connection with this Contract.
- 34(b) Notwithstanding the general obligation in clause 34(a) where the Service Provider is processing Personal Data as a Data Processor for the Council, the Service Provider shall ensure that it has in place appropriate technical and contractual measures to ensure the security of the Personal Data (and to guard against unauthorised or unlawful processing of the Personal Data and against accidental loss or destruction of, or damage to, the Personal Data), as required under the Seventh Data Protection Principle in Schedule 1 to the Data Protection Act 1998; and
- 34(b)(i) provide the Council with such information as the Council may reasonably require to satisfy itself that the Service Provider is complying with its obligations under the Data Protection Legislation;

- 34(b)(ii) promptly notify the Council of any breach of the security measures required to be put in place pursuant to clause 34(b); and
- 34(b)(iii) ensure it does not knowingly or negligently do or omit to do anything which places the Council in breach of the Council's obligations under the Data Protection Legislation.
- 34(c) The Service Provider shall not store, copy, disclose, or use the Council Data except as necessary for the performance by the Service Provider of its obligations under this Contract or as otherwise expressly authorised in Writing by the Council and in particular the Service Provider shall not store any Council Data, which the Council has notified the Service Provider requires storage in an encrypted format, on any portable device or media unless that device is encrypted.
- 34(d) To the extent that Council Data is held and/or processed by the Service Provider, the Service Provider shall supply that Council Data to the Council as requested by the Council in any format specified reasonably requested by the Council.
- 34(e) The Service Provider shall ensure that any system on which the Service Provider holds any Council Data, including back-up data, is a secure system that complies with the Council's security policy to include, but not limited to, the following requirements:
- 34(e)(i) Access to the system is restricted to Service Provider Staff with a legitimate need to access the Council Data
 - 34(e)(ii) The system is kept up to date with the latest versions of operating system and anti-virus updates
 - 34(e)(iii) Transfer of data to and from the system is conducted in a secure manner.
- 34(f) The provisions of this clause shall apply during the continuance of this Contract and indefinitely after its expiry or termination.

35 PROTECTION OF PERSONAL DATA

- 35(a) With respect to the Parties' rights and obligations under this Contract, the Parties agree that the Council is the Data Controller and that the Service Provider is the Data Processor.
- 35(b) The Service Provider shall:
- 35(b)(i) Process the Personal Data only in accordance with the Data Protection Act 1998
 - 35(b)(ii) Process the Personal Data only to the extent, and in such manner, as is necessary for the provision of the Services or as is required by law or any regulatory body

- 35(b)(iii) Implement appropriate technical and organisational measures, including but not limited to ensuring that Personal Data is not stored on any portable equipment or storage device or media unless encrypted, to protect the Personal Data against unauthorised or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful Processing, accidental loss, destruction or damage to the Personal Data and having regard to the nature of the Personal Data which is to be protected
- 35(b)(iv) Take reasonable steps to ensure the reliability of any Service Provider Staff who have access to the Personal Data
- 35(b)(v) Obtain prior written consent from the Council in order to transfer the Personal Data to any Sub-contractors or agents for the provision of the Services.
- 35(b)(vi) Ensure that all Service Provider Staff required to access the Personal Data are informed of the confidential nature of the Personal Data and comply with the obligations set out in this Protection of Personal Data clause.
- 35(b)(vii) The sharing of individual identifiable information between organisations for the provision of coordinated and seamless care must comply with the necessary statutory legal requirement and satisfy the Caldicott principles of safeguarding confidential information.
- 35(b)(viii) Notify the Council (within five Working Days) if it receives:
 - a) a request from a Data Subject to have access to that person's Personal Data; or
 - b) a complaint or request relating to the Council's obligations under the Data Protection Legislation.
- 35(b)(ix) Provide the Council with full cooperation and assistance in relation to any complaint or request made, including by:
 - a) providing the Council with full details of the complaint or request
 - b) complying with a data access request within the relevant timescales set out in the Data Protection Legislation and in accordance with the Council's instructions

- c) providing the Council with any Personal Data it holds in relation to a Data Subject (within the timescales required by the Council)
 - d) providing the Council with any information requested by the Council
- 35(b)(x) Permit the Council (subject to reasonable and appropriate confidentiality undertakings) to inspect and audit the Service Provider's data processing activities (and/or those of its agents, subsidiaries and Sub-Contractors) and comply with all reasonable requests or directions by the Council to enable the Council to verify and/or procure that the Service Provider is in full compliance with its obligations under this Contract.
- 35(b)(xi) Provide a written description of the technical and organisational methods employed by the Service Provider for processing Personal Data (within the timescales required by the Council).
- 35(b)(xii) Not process Personal Data outside the United Kingdom without the prior written consent of the Council and, where the Council consents to a transfer, to comply with:
 - a) the obligations of a Data Controller under the Eighth Data Protection Principle set out in Schedule 1 of the Data Protection Act 1998 by providing an adequate level of protection to any Personal Data that is transferred; and
 - b) any reasonable instructions notified to it by the Council
- 35(c) The Service Provider shall comply at all times with the Data Protection Legislation and shall not perform its obligations under this Contract in such a way as to cause the Council to breach any of its applicable obligations under the Data Protection Legislation.
- 35(d) The Service Provider shall ensure that its Staff, employees and agents are aware of and comply with this clause and shall indemnify the Council against any loss or damage sustained or incurred as a result of any breach of this clause.

36 COUNCIL DATA AND PERSONAL INFORMATION AUDITS

- 36(a) Except where an audit is imposed on the Council by a Regulatory body, the Council may, acting reasonably, conduct an audit for the following purposes:
 - 36(a)(i) to review the integrity, confidentiality and security of the Council Data
 - 36(a)(ii) to review the Service Provider's compliance with the Data Protection Act 1998, the Freedom of Information Act 2000 in

accordance with the Protection of Personal Data and Freedom of Information clauses and any other legislation applicable to the Services

- 36(b) The Council shall use its reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Service Provider or delay the provision of the Services.
- 36(c) Subject to the Council's obligations of confidentiality, the Service Provider shall on demand provide the Council (and/or its agents or representatives) with all reasonable co-operation and assistance in relation to each audit, including:
 - 36(c)(i) all information requested by the Council within the permitted scope of the audit
 - 36(c)(ii) reasonable access to any sites controlled by the Service Provider and to any equipment used (whether exclusively or non-exclusively) in the performance of the Services
 - 36(c)(iii) access to Service Provider's Staff
- 36(d) The Service Provider shall implement all measurement and monitoring tools and procedures necessary to measure and report on the Service Provider's performance of the Service.
- 36(e) The Council shall endeavour to (but is not obliged to) provide at least 5 Working Days' notice of its intention to conduct an audit.
- 36(f) The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this clause.
- 36(g) This clause shall not apply to any audit or inspection regarding the provision of the Services specified in the Service Specification or elsewhere in this Contract which may be conducted as specified in this Contract.

37 AGREEMENT STATUS AND TRANSPARENCY

- 37 (a) Further to the Local Government Transparency Code 2014 the Council is obliged to publish details of expenditure exceeding £500. The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Contract and any associated tender documentation provided by the Service Provider (the Tender Submission) is not Confidential Information. The Council shall be responsible for determining in its absolute discretion whether any of the content of the Contract or the Tender Submission is exempt from disclosure in accordance with the provisions of the FOIA.
- 37(b) Notwithstanding any other term of this Contract, the Service Provider hereby gives his consent for the Council to publish this Contract and the Tender

Submission in its entirety, including from time to time agreed changes to the Contract, to the general public.

37(c) The Council may consult with the Service Provider to inform its decision regarding any exemptions but the Council shall have the final decision in its absolute discretion.

37(d) The Service Provider shall assist and cooperate with the Council to enable the Council to publish this Contract and the Tender Submission.

38 DEPRIVATION OF LIBERTIES SAFEGUARDS

38(a) The Service Provider must always apply the principles of the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards. The Service Provider should always consult the relevant codes of practice for further detailed guidance. The Service Provider Manager is the managing authority for the purpose of the Mental Capacity Act: Deprivation of Liberty Safeguards (DOLS).

38 (b) The Service Provider will comply with the conditions set as a result of DOLS Authorisation being given.

39 COMPLAINTS

39(a) The Service Provider shall operate a complaints procedure in respect of the Services which shall comply with basic principles of effective complaints systems such as being:

39(a)(i) easy to access and understand

39(a)(ii) speedy – with fixed time limits for action and keeping people informed of progress

39(a)(iii) confidential to protect Staff and the complainant

39(a)(iv) informative – providing information to management so that services can be improved

39(a)(v) fair – with a full procedure for investigations

39(a)(vi) effective – dealing with all points raised and providing suitable remedies

39(a)(vii) regularly monitored and audited – to make sure that it is effective and improved

39(b) Where the Service Provider is subject to the supervision of a Registration Body or Association which has made rules or issued instructions concerning the content or form of the Service Provider's complaints procedure in compliance with any and all such rules or instructions of that Registration Body.

39(c) Whichever complaint system is used the Service Provider shall ensure that:

39(c)(i) under no circumstances is a complaint investigated by a member of

Staff who may be part of the complaint. The Service Provider will ensure that someone who is independent of the matter complained of carries out the investigation

39(c)(ii) the complainant is made aware that they are entitled to have the complaint investigated by the Council if they are not satisfied with either the process of investigation or finding of the Service Provider's investigations

39(c)(iii) the Service Provider will ensure that it responds to the complainant within a max of 20 days of receiving the complaint.

39(d) Each party shall make its complaints procedure available to the other party on request.

39(e) The Service Provider shall ensure that all Staff are made aware of the procedure referred to in the preceding sub-clause and shall designate one employee to act as a complaints manager to whom a complaint may be referred should the complainant not be satisfied with the initial response to his complaint.

39(f) The Service Provider shall keep accurate and complete written records of all complaints received and the responses to them and if required to do so by a Council Officer shall make such records available to the Council.

39(g) A record of complaints made and action taken should be kept in accordance with the above in format as required by the Council and all such records shall be made available to the Council's Contract Unit or Service Manager upon request.

39(h) Where the Council is investigating a complaint by a Resident the Service Provider is required to participate in all complaint investigations within the timescales requested by the Council.

40 NOTIFICATION

40(a) The Service Provider will inform the Council's First Point of Contact immediately (normally the first working day) and confirm by email within 3 working days if any of the following occur:

40(a)(i) hospital admission of a Resident

40(a)(ii) the death of a Resident receiving the Service

40(a)(iii) a formal written complaint received from the Resident

40(a)(iv) allegation of or actual abuse to a Resident

40(a)(v) disappearance of a Resident

40(a)(vi) any circumstances where a Resident has refused provision of the Service

- 40(a)(vii) significant change to the physical or mental condition of the Resident
 - 40(a)(viii) major injury to a Resident as defined in the "Reporting of Injuries Diseases and Dangerous Occurrences" Regulations 1995
 - 40(a)(ix) allegation of or actual racial harassment or discrimination
 - 40(a)(x) any other serious issues causing concern about the well being of a Resident.
- 40(b) The Service Provider will notify the Council's Contracts Manager by email of inspection reports carried out by the Registration Body within 3 weeks of the final report being received by the Service Provider.

41 SAFEGUARDING

- 41(a) The Parties acknowledge that the Service Provider is a Regulated Activity Provider with ultimate responsibility for the management and control of the Regulated Activity provided under this Contract and for the purposes of the Safeguarding Vulnerable Groups Act 2006. The Service Provider shall:
- 41(a)(i) ensure that all individuals engaged in the provision of the Service or activity, and prior to commencing the provision of the service or activity, are subject to a valid enhanced disclosure check undertaken through the Disclosure and Barring Service including a check against the adults' barred list or the children's barred list, as appropriate; and
 - 41(a)(ii) monitor the level and validity of the checks under this clause 41(a) for each member of the Service Provider's Staff.
- 41(b) The Service Provider warrants that at all times for the purposes of this Contract it has no reason to believe that any person who is or will be employed or engaged by the Service Provider in the provision of a Service or activity that is a Regulated Activity is barred from the activity in accordance with the provisions of the Safeguarding Vulnerable Groups Act 2006 and any regulations made thereunder, as amended from time to time.
- 41(c) The Service Provider shall immediately notify the Council of any information that it reasonably requests to enable it to be satisfied that the obligations of this clause 41 have been met.
- 41(d) The Service Provider shall refer information about any person carrying out the Services or the activity to the Disclosure and Barring Service where it removes permission for such person to carry out the Services or activity (or would have, if such person had not otherwise ceased to carry out the Services or the activity) because, in its opinion, such person has harmed or poses a risk of harm to the Residents, children or vulnerable adults.

- 41(e) The Service Provider shall not employ or use the services of any person who is barred from, or whose previous conduct or records indicate that he or she would not be suitable to carry out Regulated Activity or who may otherwise present a risk to Residents.
- 41(f) Where the service requirement or specification specifies that the Service or activity to be provided under this Contract involves a Regulated Activity, or the Council otherwise notifies the Service Provider, acting reasonably, that the Service Provider's Staff are required to be subject to a Disclosure and Barring Service check, the Service Provider shall comply with clause 41(a) above.

42 COUNTERPARTS

- 42(a) This Contract may be executed in any number of counterparts, each of which when executed and delivered shall constitute a duplicate original, but all the counterparts shall together constitute the one agreement.
- 42(b) Transmission of the executed signature page of a counterpart of this Contract (a) by fax or (b) by e-mail (in PDF, JPEG or other agreed format) shall take effect as delivery of an executed counterpart of this Contract. If either method of delivery is adopted, without prejudice to the validity of the agreement thus made, each party shall provide the others with the original of such counterpart as soon as reasonably possible thereafter.

43 ENTIRE AGREEMENT

This Contract, the schedules and the documents annexed to it or otherwise referred to in it together with any Individual Care Agreement as appropriate issued in connection with this Contract contain the whole agreement between the parties relating to the subject matter hereof and supersede all prior agreements, arrangements and understandings between the parties relating to the subject matter.

44 CONFLICT OF TERMS

If there is any ambiguity or inconsistency in or between the Contract Documents the Council shall determine, at its sole discretion, the priority of the documents.

45 EMERGENCY PLANNING

The Service Provider will ensure that it has business continuity plans in place for a range of emergency situations should they arise for example pandemic influenza, power cuts etc.

THE SERVICE SPECIFICATION

SCHEDULE 1

1.0 DESCRIPTION OF THE SERVICE

- 1.1 The Home is a residential care home and provides care and support to

Residents with a learning disability, complex needs and challenging behaviour. The expectation of the service at the Home will be the provision of a high level of assessment and support to enable the residents to prepare to move on to a more permanent accommodation suitable to their needs.

- 1.2 The Service will support the Residents to develop independence skills as far as possible acknowledging that learning is a lifelong process.
- 1.3 Where appropriate the Service will support and enable the Residents to manage daily living tasks and maximise the Resident's independence.
- 1.4 The Service Provider will support the Residents to:
 - develop meaningful community connections and daily activities.
 - maintain and develop family and friendship ties
- 1.5 The Service will need to:
 - be able to support the needs of Residents with autism
 - develop and implement strategies to reduce challenging behaviour
 - develop strategies for improving communication
 - meet the needs of people with complex personal care needs
 - develop and implement a framework to promote person centred planning and opportunities for social, leisure and vocational activity within the local community
 - work constructively with immediate and extended family members ensuring their positive input.
 - develop positive joint working with health professionals including GP's, pharmacists and specialist learning disability health practitioners
- 1.6 Continued review and evaluation of interventions implemented may include:
 - reactive management strategies in accordance with MAPA (Management of Actual and Potential Aggression) or a physical intervention scheme accredited by BILD
 - preventive strategies
 - positive programmes to develop alternative behaviour
 - treatment strategies under the direction of clinical support

2.0 SERVICE PROVISION

- 2.1 The following are the principles that apply to the Service at the Home:
 - 2.1.1 it provides a warm caring environment that stimulates and supports people with learning disabilities.
 - 2.1.2 it endeavours to improve the Resident's quality of life by exploring day to day living experiences in a positive and meaningful way.
 - 2.1.3 it seeks to ensure that each Resident is able to achieve as much

independence as possible and builds on strengths and skills, through experience enabling the Resident and encouraging his or her participation in and contribution in the community.

- 2.1.4 it provides a Service where practices are innovative, non-institutional, non-oppressive and non-discriminatory.
- 2.2 The Service Provider is responsible for:
 - 2.2.1 ensuring that the Service is provided in an environment where Residents can be supported in their daily lives (taking into account any condition, illness and/or disability) whilst being enabled to access non-segregated community resources whenever appropriate.
 - 2.2.2 all the costs associated with supporting the Residents in daily living.
- 2.3 The Service is twenty four hours per day, seven days per week, and 52 weeks per year including bank holidays.
- 2.4 The staffing levels will:
 - 2.4.1 be appropriate to the needs of the Residents' Individual Support Plans as negotiated between the Service Provider and the Council.
 - 2.4.2 comply with any minimum staffing levels that may in future be imposed by the Regulatory Body.
- 2.5 The Service Provider will ensure that the Service is matched to the requirements of each individual Resident in order that he or she may live a fulfilling and meaningful life.
- 2.6 The Service Provider will ensure that the Service offers choice and independence incorporated into everyday living experiences where the individual is supported with dignity and respect at all times.
- 2.7 The Service Provider will ensure that Residents are involved in decision making related to all issues that may directly or indirectly affect them. This may necessitate the involvement of an advocate or family carer.

3.0 ASSESSMENT AND REFERRAL TO THE SERVICE

- 3.1 Assessment and referral to the Service will be undertaken by the Council's nominated representative.
- 3.2 The involvement and wishes of the Resident will be taken into account.
- 3.3 It is recognised that pre-placement assessment is a collaborative process and will include a multi-disciplinary approach in consultation with next of kin and any other party important to the Resident. Whilst giving regard to this requirement the Council may set an expected timescale for the completion of the assessment and referral process.
- 3.4 The Service Provider will operate an admissions procedure that will allow for prospective Residents to visit the Home prior to admission.

- 3.5 The Service Provider will work in collaboration with the Council's staff or nominated representative including health trust staff such as behaviour nurse specialists to support Residents through any crisis and provide a pro-active management plan.
- 3.6 The assessment process will take into account the compatibility of the prospective Resident with that of Residents and others already in residence.
- 3.7 In providing the Service the Service Provider undertakes to explore and implement appropriate and responsive Support Plans in agreement with the Council's staff or nominated representative which will meet the Resident's individual spiritual, physical, educational, psychosocial and emotional needs and at all times promote and maximise independence.
- 3.8 Written information on the Service Provider and Home must be available for prospective Residents.

4.0 REVIEW OF SERVICE TO AN INDIVIDUAL RESIDENT

- 4.1 Formal reviews will usually be instigated by the Service Provider within at least three months of a Resident moving into the Home and thereafter every six months.
- 4.2 The review process will involve the Resident and all other relevant professionals and representatives.
- 4.3 The outcomes of reviews undertaken by the Service Provider will be communicated to the Council or its nominated representative.

5.0 RIGHTS OF RESIDENTS

- 5.1 Residents will:
 - 5.1.1 Be treated as an individual with unique needs.
 - 5.1.2 Be encouraged to have personal independence and choice.
 - 5.1.3 Have their personal dignity respected.
 - 5.1.4 Have their cultural social religious and emotional needs respected.
 - 5.1.5 Have access to all personal information held on them by the Service Provider.
 - 5.1.6 Participate in formulating their own Assessment of Needs.
 - 5.1.7 Participate in any reviews or re-assessment of their needs.
 - 5.1.8 Receive a non-discriminatory service.
 - 5.1.9 Receive assistance to maintain personal skills.
 - 5.1.10 Have access to representation advice and advocacy as appropriate.
 - 5.1.11 Have access to a formal complaints procedure.
 - 5.1.12 Be involved in any decision-making process as it affects them and to comment on the Service under this Contract by means of an independent advocate if necessary without fear of reprisal

- 5.1.13 Have the right to be left alone or undisturbed and free from intrusion or public attention in their affairs other than in circumstances where this puts the Resident or others at risk.
- 5.1.14 Be made aware of and have access to their personal records including medical records and the procedures for maintaining confidentiality.
- 5.1.15 Have private access to various forms of communication and be able to receive visitors in private.

5.2 Dignity

The gender and ability of the Staff assisting in intimate care tasks must be considered to avoid embarrassment and discomfort of both the Staff and the Resident.

5.3 Independence

- 5.3.1 Residents will be supported to act and think without reference to another person and this will involve being enabled to take considered risks.
- 5.3.2 The Service Provider must ensure that Residents are enabled to exercise their democratic right to vote in governmental elections and referenda nationally and locally and to receive electoral communications and personal calls by canvassers.
- 5.3.3 All Residents will be supported to appropriately express their sexuality although the Service Provider will also recognise the vulnerability of Residents to sexual exploitation. The Service Provider will raise Staff awareness and provide support and training to Staff when they are dealing directly with issues of sexuality with Residents.

5.4 Choice

- 5.4.1 The Residents will be supported to make their own choices in respect of their care where appropriate and will have access to services provided flexibly for their benefit in the least restrictive way possible.
- 5.4.2 Residents should be free to administer their own medication in accordance with guidelines issued by the Regulatory Body from time to time.

5.5 Fulfilment

- 5.5.1 Residents will be supported to realise their personal aspirations and abilities in all aspects of daily life and should be encouraged and enabled to maintain links with family, friends, carers and communities and enter into activities and relationships in the wider community.
- 5.5.2 The Service Provider should ensure that the Resident's cultural emotional spiritual and sexual needs are met with understanding and support as necessary.

5.6 Security

- 5.6.1 The Service will be provided in an environment which affords Residents protection and security.
- 5.6.2 During holiday periods or in the event of admission to hospital the Resident's room and/or bed must not be used for another Resident including short-term Residents.

5.7 Accommodation and Facilities

- 5.7.1 The accommodation will be a single room and appropriately furnished. Resident's views on how their rooms should be decorated furnished and managed should be encouraged and respected.
- 5.7.2 There will be full bathing washing and toilet facilities.
- 5.7.3 The Home will be fitted with all necessary and appropriate furnishings
- 5.7.4 Domestic services such as regular cleaning of Resident's rooms and bed making will be carried out daily. Residents should be encouraged to dust and tidy rooms where possible.
- 5.7.5 Linen and bedding should be provided for each Resident. Residents should have access to a constant supply of clean towels and flannels for their individual use.
- 5.7.6 Residents will have access to television, radio, newspapers and private access to a telephone.

5.8 Meals and Beverages

- 5.8.1 Food meals snacks and non-alcoholic beverages are inclusive in the Payment and will include breakfast lunch tea and supper with snacks and drinks available where appropriate on request.
- 5.8.2 The Service Provider should ensure there is a healthy balanced varied menu offered which reflects the views and preferences of the Residents which could include special diets such as vegetarian gluten free and those reflecting a cultural preference.
- 5.8.3 Residents should be encouraged to prepare drinks and snacks for themselves where appropriate.

5.9 Personal Care

- 5.9.1 Personal care should be of a high standard. It should be offered to a level the Resident considers acceptable and as defined in the Assessment of Needs. This may include assistance with:
 - Dressing.
 - Washing (including hair).
 - Bathing.

- Oral Hygiene.
- Taking to the toilet (including the management of catheters and the provision and changing of incontinence pads and menstruation management).
- Shaving and facial hair management.
- Nail care to hands and feet
- Help with eating.

5.9.2 Basic toiletry provision (shampoo conditioner soap toothpaste) and minor repairs to clothing are inclusive in the Payment. Additional charges to the Resident may be levied, for example hairdressing, dry cleaning, non-basic toiletries and may be met by way of Resident's personal allowances.

5.9.3 Personal Care should include access to incontinence services and aids provided by other agencies.

5.10 Health Care

5.10.1 Residents will be registered with a GP of their own choice.

5.10.2 There will be the opportunity for regular appointments with a GP and appointments to check eye, teeth and hearing needs. Residents should be encouraged to keep all such appointments.

5.10.3 The Service Provider should ensure that if the Resident wishes they are accompanied to these appointments by the Service Provider or a family member or friend.

5.10.4 Where the practice of self-administration of medicines is established or forms part of a planned preparation of a Residents move towards greater independence adequate steps must be taken to monitor compliance by Staff within legal requirements following an assessment and with the agreement of the Resident and family or Care Manager where appropriate and in accordance with guidelines issued by the Regulatory Body from time to time

5.10.5 The Service Provider is responsible for the collection and dispensation of prescribed drugs and medicines in accordance with the Individual Support Plan.

5.11 Social Care

5.11.1 Residents should be encouraged to follow where possible their chosen life style which should include leisure and social pursuits. Residents should have the opportunity to meet their spiritual needs.

5.11.2 Residents will be supported to choose and wear their own clothes which

should be clean and in good repair at all times. Minor repairs are the responsibility of the Service Provider.

5.11.3 Residents should be encouraged to go on shopping trips to purchase personal items.

5.11.4 Resident's visitors should be welcome at all reasonable times. There should be access to facilities for Residents and visitors to have access to or make drinks.

5.11.5 The Service Provider should make arrangements for appropriate safe transport and escort as necessary to enable the Resident to access health and social care services shops and social activities. Care will be taken to ensure that if a Resident uses a wheelchair that this is approved for use in a vehicle and is secured safely and appropriately in accordance with any relevant guidance.

5.11.6 Access to the provision of aids and equipment which may enhance the quality of life of the Resident

5.12 Privacy

Residents have the right to be left alone or undisturbed and free from intrusion or public attention in their affairs to be aware of and have access to their personal records including medical records and the procedures for maintaining confidentiality have private access to a telephone and to receive visitors in private.

6.0 THE SERVICE PROVIDER'S INDIVIDUAL SUPPORT PLAN

6.1 The Service Provider will produce a Support Plan related to the Resident's assessment needs which will describe the specific care objectives and Service arrangements including written risk assessments and will take into account the Resident's physical, emotional, social, cultural and intellectual needs. This will be discussed with the Resident or the Resident's representative where appropriate.

6.2 The Service Provider shall keep the Care Manager informed of any change of circumstances that are pertinent to the Resident's Individual Support Plan.

7.0 EQUAL OPPORTUNITIES

7.1 The spiritual and cultural needs of Residents must be provided for and the Service Provider must ensure Residents are in contact with an appropriate representative of the religion of their choice if requested. This should include participation by the Resident in religious and cultural festivals as appropriate.

7.2 Service Providers will ensure compliance with any special customs and services associated with the death of a Resident.

8.0 TRANSFER OF RESIDENTS

- 8.1 Allocation of a room to a Resident implies exclusive use of that room and would normally be for full residency period of that Resident. If a Resident requests a change of room the Service Provider must notify the Care Manager.
- 8.2 In the event of redecoration the Service Provider reserves the right to move the Resident on a temporary basis to facilitate the completion of the work.
- 8.3 The Service Provider may, with the Council's prior agreement, move a Resident to an alternative room if the needs and requirements of the Resident change and ensuring compliance with the Mental Capacity Act.

9.0 RISK MANAGEMENT

- 9.1 The Service Provider will have a risk management policy in respect of Residents. Steps taken to minimise risk will be discussed with the Resident family member or advocate, or with Council staff, where appropriate.
- 9.2 The policy will recognise the Resident's right to take risks as an expression of independence but will take into account the effect on other Residents and Staff.
- 9.3 This policy should be communicated to all Staff, Residents and their family and Care Manager

10.0 CHALLENGING BEHAVIOUR

- 10.1 Where the Service Provider is concerned that a Resident's behaviour is adversely affecting the health safety comfort and quality of life of other Residents the Service Provider must bring the matter to the attention of the Care Manager and both Parties will take immediate action with the Service Provider to resolve the situation as soon as possible and may:
 - 10.1.1 Discuss the matter with the Resident
 - 10.1.2 Discreetly, sensitively and with regard to confidentiality gauge the response of those affected by the behaviour
 - 10.1.3 Discuss the matter with the Resident's family if appropriate
 - 10.1.4 Involve other specialist professionals
- 10.2 The Service Provider will work to the Council's Management of Actual and Potential Aggression Policy and ensure that all care Staff are trained in the Management of Actual and Potential Aggression (or receive BILD accredited training) and this training is refreshed and updated in line with recommendations or every two years.

11.0 OUTCOMES OF THE SERVICE

- 11.1 The encouragement of the Resident's independence through therapeutic approaches and the utilization of his or her practical skills.
- 11.2 The enabling of Resident choice in relation to the day to day routine of the Home and in choice of food and personal control of money.
- 11.3 The recognition of the symptoms of institutionalisation within Residents and

implementing strategies to build on his or her self-esteem and self-determination.

- 11.4 A full and on-going assessment of social, educational, physical, spiritual and emotional needs of the Resident, working in collaboration with other relevant agencies to achieve best outcomes.
- 11.5 An immediate response to changing needs of the Resident through the provision of an ongoing and immediate review system.
- 11.6 The implementation of coping strategies, assessment and intervention during difficulties through the provision of 24 hour supervision which will provide mechanisms for on-going surveillance and monitoring of the Resident.
- 11.7 The reporting of any significant changes in a Resident's psychosocial and emotional well-being to relevant professionals and every effort made to achieve a positive outcome.
- 11.8 Full and accurate recording of events including all phenomena in order that evaluative processes may be fully exploited.
- 11.9 Increased availability of apprenticeships and training opportunities generally and for 16-18 year old (NEETs) in particular.
- 11.10 Support for the local supply chain both during the operation of the service.

12.0 INFORMATION FOR RESIDENTS

- 12.1 A written statement or brochure must be given and explained to Residents when they take up residence at a Home and this should include the following information:
 - details of the Service, the philosophy and operation of the Service
 - a statement about how the Resident can complain. This should include details of who will deal with the complaint and the time limit within which a response will be made in accordance with the provisions of Clause 39 Complaints
 - a statement concerning the Service Provider's policy on equal opportunities/non-discrimination.
 - a statement concerning confidentiality and when confidentiality will be breached.
 - the right of the Resident to have access to any personal information held on them by the Service Provider.

13.0 SENSORY AND MOBILITY LOSS AND IMPAIRMENT

- 13.1 Staff must observe any indications of changes in sensory abilities or physical mobility of Residents and report them to the Service Provider. These will be recorded in the Resident's Individual Support Plan and in consultation with the

Resident a referral may be made for medical advice or treatment.

- 13.2 The Service Provider will ensure that prescribed aids and equipment are being obtained for the Resident without delay. The Service Provider will be aware of and encourage the Resident to use any other aids and equipment which enhances the Resident's life (e.g. Talking Books magnifying glasses). The Service Provider will ensure that all aids and equipment will be kept clean and maintained in good working order and in accord with manufacturing instructions. Under no circumstances will defective equipment aids be used. The Service Provider will ensure that Staff are trained in assisting Residents in the proper use of the aids and it is the responsibility of the Service Provider to secure this training.
- 13.3 The Service Provider will ensure that Staff can communicate with Residents with sensory impairments.
- 13.4 The Service Provider will ensure that Staff are trained in the skills required for assisting Residents who have impaired mobility and the Service Provider will endeavour to promote the independence of the Resident wherever possible.
- 13.5 The Service Provider will ensure Staff are aware of the social isolation which may arise from sensory impairment and physical mobility and will seek ways of addressing such isolation in consultation with the Resident.

14.0 OUTPUTS

- 14.1 The Service Provider will report on the following:
- The number of new apprenticeships created in Shropshire
 - The number of new training opportunities created through this Service
- 14.2 Within the report the Service Provider will identify how many of the above are 16-18 year olds who are not in education, training or employment

SCHEDULE 2

SERVICE STANDARDS

1.0 GUIDING PRINCIPLES

- 1.1 The Parties will seek to provide a Service that:
- 1.1.1 encourages Residents to make decisions about their own lives.
 - 1.1.2 acknowledges and seeks to address and avoid the ways in which people with learning disabilities are marginalised and subjected to discrimination
 - 1.1.3 ensures that members of Staff are committed to anti-discriminatory and anti – oppressive practice and seek to examine their own attitudes.
 - 1.1.4 ensures that the dignity, privacy and individuality of all Residents are

respected.

- 1.1.5 respects the cultural, social, religious and emotional needs of Residents.
- 1.1.6 respects the confidentiality of any information gained about Residents whilst ensuring that Staff are clear that they have a duty to share any concerns about Resident's mental and physical welfare with their managers and other professionals involved in the Resident's support fosters independence and enables Residents to reach their full potential
- 1.1.7 provides appropriate protection to Residents whose level of vulnerability is prone to fluctuation and particularly in circumstances where this vulnerability may compromise the security of their tenancy.
- 1.2 The Service Provider must provide the Service in accordance with the terms of this Contract and with all the skill, care and diligence to be expected of a competent Service Provider of services of a similar kind to the Service.
- 1.3 In providing the Service the Service Provider must also comply with any of the practices performance ratings and quality standards that are set out or referred to in this Contract and all statutory provisions and guidance which apply to the Service and are issued from time to time by a Regulatory Body.
- 1.4 The Service Provider is directed towards the Government White Paper "Valuing People" and Schedule 4 Rights Charter which mirrors many of the aims and objectives in the Service Specification.

2.0 COMPLAINTS

- 2.1 The Service Provider shall operate a complaints procedure in accordance with Clause 39 Complaints.
- 2.2 Where a complaint is made against a member of the Staff this shall be investigated in accordance with the documented complaints procedure of the Service Provider. The Council's Multi Agency Safeguarding Adults Policies and Procedures should be followed and strictly adhered to in any case of actual or suspected abuse.

3.0 ADMINISTRATION

- 3.1 The Service Provider will provide information to the Council as requested from time to time to meet Department of Health or the Department for Communities and Local Government requirements.

4.0 FINANCE AND ALLOWANCES

- 4.1 The Service Provider must ensure that when collecting State benefit entitlement on behalf of a Resident either
- the Resident receives the Personal Allowance or
 - proper arrangements have been made in agreement with the Resident or their nominated representative for the safe-keeping of such Personal Allowance or
 - where the Resident is unable to make decisions and has no family that arrangements have been made to manage the money which are satisfactory to the Care Manager in accordance with the Assessment of Needs
- 4.2 All transactions and personal accounts for Resident's should be recorded separately and held in a day book which shall be made available for inspection by the Council.
- 4.3 The Service Provider will ensure that the Resident's Personal Allowance is not used for the purchase of or contribution towards any part of the Service required to be provided under this Contract and that the Resident's Personal Allowance is available to the Resident to spend as they choose.
- 4.4 Residents should be free to take responsibility for their Personal Allowances and manage their own finances if able to do so. Any additional charges should be clarified and agreed with the Care Manager when admission is being considered. No additional charges should be made to the Resident or their relatives without prior agreement from the Care Manager.

5.0 RECORD KEEPING AND CONFIDENTIALITY

- 5.1 The Service Provider's facilities for storing records such as filing cabinets must be lockable and in a secure environment. Evidence must be available that any statutory requirements relating to the premises have been complied with.
- 5.2 The following information should be recorded in respect of each Resident:
- 5.2.1 name, address, date of birth
 - 5.2.2 gender, ethnic origin and significant, relevant items of personal/medical history and critical incidents
 - 5.2.3 next of kin - name, address and telephone number
 - 5.2.4 GP - name, address and telephone number
 - 5.2.5 date of referral, Service commencement and termination
 - 5.2.6 current Individual Support Plan details

- 5.2.7 current risk assessment
- 5.2.8 personal accounts
- 5.3 A register of Staff must be maintained which should include the following information
 - 5.3.1 name, address and telephone number
 - 5.3.2 position held and hours worked
 - 5.3.3 next of kin - name, address and telephone number
 - 5.3.4 GP - name, address and telephone number
 - 5.3.5 Date of issue of identification and retrieval if appropriate
 - 5.3.6 Recruitment details including references, evidence of DBS disclosure and interview
 - 5.3.7 Induction and training records
 - 5.3.8 Copies of training certificates and qualifications
- 5.4 The Service Provider will ensure that each member of Staff is made aware that their files may be inspected by officers of the Council for the purpose of monitoring.
- 5.5 In accordance with Caldicott recommendations and confidentiality requirements the Service Provider will ensure that:
 - 5.5.1 Residents are able to find out how the Service Provider deals with confidential and sensitive information about them and should be given a leaflet (or other communication relevant to their level of understanding) that clearly explains what information is kept on them and how they can access this.
 - 5.5.2 Residents and Staff have access to their personal records in private and as quickly as possible if requested and no later than 21 days whilst considering the interest of any third party information which can only be given with the third party's permission.
 - 5.5.3 when the Resident has examined the records they are signed and dated by a member of Staff to show they have been examined and by the Resident when possible.
 - 5.5.4 Staff are required to sign and date an acknowledgement that they have examined records pertaining to them upon the fulfilment of their request.
 - 5.5.5 It has a policy document that details Staff Code of Conduct in relation to confidentiality. This document must be shared with and understood by Staff used to provide the Service and regularly updated.
 - 5.5.6 Staff induction contains training on confidentiality procedures. Staff files should evidence the date and nature of the induction on

confidentiality that was given to new Staff.

- 5.5.7 confidential and security training needs should be assessed on an ongoing basis taking into account the role of each member of Staff used to provide the Service and this should be done annually
- 5.5.8 Staff contracts explicitly mention confidentiality and disclosure issues the flows of Resident information are reviewed
- 5.5.9 information collections have a named owner (member of Staff) who is responsible for protecting access
- 5.5.10 confidential information on Residents is safeguarded so that unauthorised people do not gain access to it.
- 5.5.11 protocols governing the sharing of Resident information with other organisations is agreed and understood
- 5.5.12 a named individual is appointed who will have responsibility for data security
- 5.5.13 it has a programme to review typical risks regarding Residents identifiable information
- 5.5.14 incidents involving security breaches are anticipated and dealt with appropriately
- 5.5.15 security issues are monitored and reported
- 5.5.17 passwords are used to safeguard information held on computer regarding the Service
- 5.5.18 only authorised persons have access to information and only if they need it to carry out their roles.
- 5.5.19 if it is uncertain about the application of the above to the provision of the Service it will immediately contact the Council for clarification

6.0 POLICIES, PROCEDURES AND GUIDANCE

- 6.1 The Service Provider should have the following policies, procedures and/or guidance in place:

- 6.1.1 Operational policies including recruitment, supervision and retention of Staff
- 6.1.2 Grievance and disciplinary procedures
- 6.1.3 Health and Safety Policy in line with the Health & Safety at Work Act 1974 and the Health & Safety at Work Regulations 1992 and any amendments thereof
- 6.1.4 Confidentiality, record keeping, security and access to records policy

- 6.1.5 Lone/out of hours working policy
 - 6.1.6 Dealing with Violence, Aggression and Disruptive Behaviour in line with the Council's Management of Actual and Potential Aggression Policy
 - 6.1.7 Staff training policy
 - 6.1.8 Recording of incidents
 - 6.1.9 Supporting Residents who take prescribed and un-prescribed medication
 - 6.1.10 Risk Management policy and procedure
 - 6.1.11 Resident Rights and Responsibilities
 - 6.1.12 Staff Code of Conduct and Responsibilities
 - 6.1.13 Whistle blowing Policy
 - 6.1.14 Equal Opportunities Policy
 - 6.1.15 The Freedom of Information Act
 - 6.1.16 Protection of vulnerable adults in accordance with the Safeguarding adults: multi-agency policy and procedures for the West Midlands
 - 6.1.17 Fire Safety Policy
 - 6.1.18 Missing Persons Policy
 - 6.1.19 Smoking Policy
 - 6.1.20 Infection Control Policy
 - 6.1.21 Mental Capacity Act 2008 Policy
 - 6.1.22 Mental Capacity Act: Deprivation of Liberties Safeguard Policy and procedure
- 6.2 The Service Provider will ensure that all Staff have access to copies of all the policies and procedures listed above and that Staff sign to indicate that they have received read and understood each one and such documentation will be retained for management and inspection purposes.

7.0 STAFFING

7.1 General Standards

- 7.1.1 The Service Provider will ensure that there are enough trained and qualified, care Staff and ancillary Staff on duty at the Home at all times to deliver care which is of a high standard.

7.1.2 The Service Provider will have evidence on how they have made the assessment of how many of any type of Staff, such as Nurses (where required), carers and ancillary Staff, are needed to deliver the Service. This methodology will take into account the needs of all the Residents; the layout of the Home; the abilities and experience of the Staff at the Home and current Best practice and guidance. This assessment will be updated frequently and whenever there are changes within the Home which would affect the Service to the Residents.

7.2 The Home Manager

7.2.1 The Home Manager is to be registered with the Registration Body. Where a new manager is appointed at the Home they will apply for registration with the Registration Body within six weeks of commencing the post.

7.2.2 The Council's Contracts Manager is to be notified, within twenty eight (28) working days, if a manager ends their employment at the Home and when a new manager is appointed into the role.

7.2.3 There is an expectation that a manager is appointed to manage the Home. If the manager is expected to manage another home, or any other business, concurrently or is moved to cover another home the Council's Contracts Team are to be notified, within twenty eight (28) working days.

7.2.4 The Home Manager must be sufficiently experienced and qualified. It is expected that the manager would hold NVQ level 4 or equivalent or be actively working towards it when taking on the role.

7.2.5 The Home Manager will have sufficient supernumerary time to carry out the managerial tasks associated with the role such as staff supervisions; staff meetings; auditing of Individual Support Plans and associated documentation; etc.

7.2.6 The Home Manager will have daily access to a computer at the Home including a secure email address. This email address is to be made available to the Council.

7.3 **STAFFING - Recruitment and Selection**

7.3.1 The Service Provider must inform Staff that the Council reserves the right to view their Staff records.

7.3.2 The Service Provider shall at all times during the period of this Contract engage sufficient Staff of sufficient ability, skill, knowledge training and experience for the proper performance of the Service and shall continuously

supervise the performance of Staff and ensure that there is a sufficient reserve available to provide the Service at all times

- 7.3.3 The Service Provider shall be entirely responsible for the employment and conditions of service of its own employees and shall at all times be fully responsible for the payment of all salaries and wages income or other taxes national insurance contributions or levies of any kind relating to or arising out of the employment of any persons employed by the Service Provider and shall fully and promptly indemnify the Council in respect of any liability of the Council in respect thereof
- 7.3.4 The Service Provider shall provide a means of identification to all its Staff and shall require them to produce such identification on request.
- 7.3.5 There must be a clear written job description and employee specification for all Staff
- 7.3.6 Job applications must be in writing and describe previous experience, training, full employment history since leaving school and explain the reason for leaving and any gaps in employment.
- 7.3.7 Candidates selected for possible appointment must be interviewed.
- 7.3.8 Two satisfactory written references must be obtained before employment commences, and the authenticity of the reference should be verified. One reference must be from the applicant's current or last employer, and should be obtained from a previous employer in the care sector where applicable. Provision must be made for references to be taken from all previous employers if required. References should ask reasons for leaving, whether the employer providing the reference would offer re-employment and whether any disciplinary investigations have been undertaken and why.
- 7.3.9 Applicants must make a written declaration of previous convictions and disqualifying conditions and provide information about any other name by which they have been known.
- 7.3.10 Before the Service Provider engages or employs any person in the provision of the Service, or in any activity related to, or connected with, the provision of the Service, the Service Provider must without limitation, complete the Employment Checks and any other checks required by the Disclosure and Barring Service
- 7.3.11 The identity of all Staff should be verified prior to employment using an official document.
- 7.3.12 The authenticity of qualifications should be checked prior to employment.

- 7.3.13 Staff should be provided with information about their conditions of employment.
- 7.3.14 All Staff make a written undertaking in respect of confidentiality.
- 7.3.15 In the event of agency Staff being used the Service Provider must ensure that the agency has carried out thorough checks including references and hold a valid certificate of clearance issued by DBS and that selection processes have been rigorous.
- 7.3.16 All new Staff must be appointed on a probationary contract, renewal of which must be dependent upon satisfactory performance and completion of the Induction Programme. This provision must also apply to internal transfers.
- 7.3.17 Where any concerns have been raised about a potential member of Staff by a referee or through the DBS check and the person is nevertheless deemed to be suitable for support work appropriate and sufficient monitoring is undertaken by the Service Provider in respect of the concerns raised. The Service Provider must be able to demonstrate that such monitoring has been carried out.
- 7.3.18 Where an allegation of abuse occurs against a member of Staff the Service Provider the Council's Multi Agency Safeguarding Adults Policy and Procedures must be followed forthwith.
- 7.3.19 Staff must be trained in and understand the relevant parts of the Mental Capacity Act 2008 and Mental Capacity Act: Deprivation of Liberties Safeguard Policy and procedure.

8.0 STAFFING - Qualifications & Experience

- 8.1 It is essential that Home Managers should have a qualification in Social Care or Nursing and must have a minimum of 5 years' experience of social care. Home Managers must work towards or possess the Registered Managers (MCI) Level 4 award.
- 8.2 It is desirable that Deputy Managers have a qualification in Social Care or Nursing and essential that they have had 3 to 5 years' experience in Social Care. It is desirable that Deputy Managers have a qualification in Management if not they must work towards the achievement of MCI Level 4 or equivalent.
- 8.3 It is desirable that Senior Care Staff have a qualification in Social Care or Nursing and essential that they have had previous experience in Social Care. It is desirable that Senior Care Staff have a qualification in Management if not they must work towards the achievement of NVQ4 or equivalent.
- 8.4 Home Managers should provide evidence of the ability to manage Staff and

systems effectively and to establish positive relationships with other professionals.

- 8.5 Care Staff must have previous relevant experience or training to enable them to provide the Service to the Residents at the Home and should hold or work towards achieving an appropriate National Vocational Qualification Level 2 and/or the certificate in Community Health Care and/or Learning Disability Awards.
- 8.6 Staff must be able to demonstrate their ability to follow policies and procedures.
- 8.7 All Staff must be committed to meeting the needs of the Residents and maximising their capacity for independence and self-determination.

9.0 STAFFING – Induction

- 9.1 All Staff will undertake a thorough and fully documented induction training programme which will be made available to the Council upon request. The induction training will cover all aspects of training covered by the Common Induction Standards and will include:
- an introduction to the policies procedures and codes of conduct of the Service Provider which Staff will be expected to follow
 - an introduction to the “Principles of Care” and “Valuing People”
 - instruction in safe moving and handling
 - administration of medication including administration of stesolid if required
 - breakaway and restraint techniques in line with the Council’s Management of Actual and Potential Aggression Policy
 - familiarisation with the Individual Support Plans and risk assessments
 - Health and Safety
 - basic First Aid
 - non-aversive intervention
 - the Council’s Multi-Agency Safeguarding Adults Policy and Procedures
 - The Mental Capacity Act 2008 and The Mental Capacity Act: Deprivation of Liberties Safeguard Policy and procedure
- 9.2 New members of Staff who provide care directly and have no qualification will be required to show they have met the induction standards within the first six weeks of starting work
- 9.3 Staff will not be allowed to work unsupervised (out of sight of another appropriately trained member of Staff) until they have met the induction standards and had the appropriate training required and evidenced to provide the Service to the Residents.

- 9.4 Induction standards will lead to Foundation Standards followed by NVQ II
- 9.5 The Service Provider will provide Staff training opportunities both in- house and in conjunction with other agencies.

10.0 STAFFING – Training

- 10.1 An ongoing Programme of training which underpins knowledge for NVQ's and enables Staff to continually improve their performance should be available.
- 10.2 The Home Manager should undertake regular appraisals of Staff performance and training needs. Targets should be set to ensure all Staff achieve an appropriate NVQ Level 3 Award or recognised equivalent.
- 10.3 The Service Provider will ensure that there is an up to date electronic training matrix in place for all members of Staff which documents the name of the member of Staff; their role in the Home; the training they have had such as and the date the training was carried out and the date the training is to be refreshed or renewed. This information must be held locally.

11.0 STAFFING – Supervision

- 11.1 Supervision will take place between all Staff and their line manager in accordance with the requirements of the Regulatory Body and as a minimum on a three monthly basis and written records will be kept on the content and outcome of each meeting and these will be held locally.

12.0 STAFFING – Use of Agency Staff and Volunteers

- 12.1 The Service Provider may use volunteers and agency Staff to deliver some of the activities provided as part of the Service.
- 12.2 In all cases volunteers and agency Staff must be recruited in line with the Guidance of the DBS and as a minimum must provide two references which must be taken up by the Service Provider prior to any voluntary or agency work being undertaken.
- 12.3 Volunteers and agency Staff must receive adequate training for any duties they are to undertake. In particular if volunteers or agency Staff are to be used in any instances for care duties they must receive and comply with the training and skills expected of care Staff.
- 12.4 The Service Provider will ensure that all Staff know that:
- they are exempt from the Provisions of Rehabilitation of Offenders Act 1974
 - they must sign a declaration of all previous criminal convictions
 - it is a disciplinary offence to make a false declaration.
- 12.5 In circumstances where the Council has a concern in relation to a member of Staff a meeting will be arranged within 24 hours or within other such time as shall be agreed to discuss any action required to address the concerns of the

Council.

- 12.6 Staff are employed in accordance with the code of conduct and practice set by the general social care council and all Staff must be given copies of the code by the Service Provider.
- 12.7 The Service Provider will keep current and accurate records of all Staff including training records. Such records will be available to the Council on request in accordance with the Data Protection Act 1998, and the provisions of Claus 34 Data Protection and Clause 35 Protection of Personal Data.
- 12.8 The Service Provider will ensure that Staff are suitable and competent to perform the tasks required of them in accordance with the requirements of the Regulatory Body.
- 12.9 In addition the Service Provider will ensure that all Staff know that it is not acceptable for there to be a non-professional relationship between Staff and Residents either physical or financial and this should be seen as a disciplinary matter. This position also applies to any relationship between Staff and Residents that could be perceived as being of an exploitative nature.

13.0 TRANSPORT

- 13.1 Risk Assessments in respect of each Resident, including any wheelchair they may use during transport, should be carried out in respect of transfers from the Home to day activities and Risk Assessments must be made available for inspection and kept locally.
- 13.2 Staff must monitor the escort arrangements as required by each Individual Support Plan.
- 13.3 Vehicles used by Staff to transport the Residents must have a current MOT certificate if over 3 years old and have adequate third party and passenger liability insurance and must provide appropriate and safe transport for the Resident including an assessment of any wheelchair used by the Resident during transport. Care must be taken to assess the safe transport of wheelchairs and Staff must adhere to any guidance regarding this.
- 13.4 Vehicles used to transport the Residents should be regularly serviced and any concerns about road worthiness and safety reported to the Home Manager.
- 13.5 Any driver used by the Service Provider to transport the Residents MUST:
- be authorised by management for inspection.
 - hold a current driving license suitable for the vehicle being driven.
 - make a declaration of any license endorsements or penalty points.
- 13.6 Staff may not use their cars for work purposes unless they have appropriate business class insurance.

14.0 HEALTH & SAFETY

- 14.1 The Service Provider must have a Health and Safety Policy in line with the Health & Safety at Work Act 1974 and of the Health & Safety at Work Regulations 1992 and any amendments thereof and Management must make Staff aware of its contents.
- 14.2 Staff should be required to follow good practice in moving and handling and be provided with appropriate training and refresher training.
- 14.3 Records of all Health & Safety training, including refresher training must be kept and held locally.
- 14.4 A full written risk assessment should be undertaken on both the Service at the Home and in respect of each Resident when he/she is first admitted and when any changes to his/her care needs arise.
- 14.5 All accidents, incidents including violent incidents and 'near misses' at the Home and on trips involving Staff and Residents outside the Home must be recorded. This record should include any steps taken to prevent a recurrence. Accidents must also be recorded in an Accident Book.
- 14.6 The Service Provider must adhere to the multi-agency policy for dealing with violence, aggression and challenging behaviour.

15.0 QUALITY ASSURANCE

- 15.1 The Service Provider must be able to demonstrate to the Council that it has a commitment to the quality of the Service and must allow officers of the Council access to all records for the purpose of monitoring and complaint investigation at all times. Confidentiality will be observed at all times
- 15.2 The Service Provider must have documented systems which enable it to:
 - 15.2.1 check on whether it is delivering the Service in accordance with the Service Specification of each Schedule and their Outcomes and Outputs
 - 15.2.2 check whether it is doing this efficiently and effectively
 - 15.2.3 check on whether Staff are provided with safe systems of work
 - 15.2.4 check whether the Service is being delivered in a way which takes account of Resident's needs, preferences and satisfaction
 - 15.2.5 check to ensure that all records are up to date
 - 15.2.6 check whether Residents the Council and other relevant agencies consider the quality of the Service can be improved
 - 15.2.7 provide information to the Council evidencing that the systems are in place and being used and hold all records which demonstrate this locally.

16.0 MONITORING

- 16.1 The Contracts Manager is responsible for monitoring the Service Provider's

compliance with the terms of this Contract. Officers of the Council may seek to monitor this Contract by:

- 16.1.1 visiting the Home (announced or unannounced from time to time) to undertake a review on any or all aspects of the operation of the Service and compliance by the Service Provider with the terms set out in this Contract. The Council will have careful regard to the nature of the Service provided and shall when on premises controlled by the Service Provider respect Service Provider's rules as to security health and safety.
- 16.1.2 carrying out a quality assurance exercise which may involve contacting Residents and/or their families and friends and ascertaining their views on the provision of the Service at the Home.

16.2 The Service Provider will:

- 16.2.1 allow officers of the Council access to the Home (upon the production by Council officers of an identity badge) to carry out a monitoring visit. This may include viewing the Home and areas used at the Home for the provision of the Service such as Resident's bedrooms (Council officers shall have regard to Resident's privacy whilst at the Home) communal areas, kitchen, bathrooms, halls (and any areas that a Resident can gain access to) to monitor and observe the provision of the Service to Residents as required under the terms of this Contract.
- 16.2.2 give assistance to officers and prompt access to at any file information or record it holds in respect of the Resident or the provision of Service to the Residents as required by this Contract (which may include but is not limited to Resident's care files (including Individual Support Plans, reviews, Assessment of Needs, risk assessments, daily notes), the recruitment and selection of Staff, policies and procedures, documentation relating to the Personal Allowance (if applicable) (and how these are put into practice at the Home)
- 16.2.3 allow officers of the Council to speak to Resident's and Staff in private (the Council shall have regard to the Resident's needs and Staff needed on duty to provide the Service)
- 16.2.4 allow officers of the Council to access all records or information on Residents or the provision of the Service (this may include informal records such as staff handover book, staff rota)
- 16.2.5 upon request provide photocopies of documentation (subject to the

- Council contributing to the Service Provider's reasonable photocopy costs)
- 16.2.6 meet reasonable requests by officers of the Council for information in order to investigate complaints made by Residents; or to assess the financial viability of the Service Provider, the reliability and quality of care provision throughout this Contract period, consistency and standards of care, the Resident's and/or their representative's views of the care provided.
 - 16.2.7 keep an accurate record, usually called the staff rota, of all Staff on duty at the Home at any time including a note if the Home Manager or any member of staff leaves the Home for a period of time during their shift and make these available to Council officers on request.
 - 16.2.8 keep a record of all audits of records carried out at the Home and hold these records locally and make these available to Council officers on request
 - 16.2.9 within 4 months of the end of the financial year the Service Provider will provide the Council with an audited set of Financial Accounts.
 - 16.2.10 maintain detailed and sufficient accounts including management accounts in relation to the Contract separate from those of any other business carried on by the Service Provider and the Council shall be entitled to full access to these accounts and any related documents or records.
- 16.3 The Care Manager is responsible for monitoring the provision of Service to the Residents as detailed in the Assessment of Need and the Individual Support Plan and:
- 16.3.1 will seek to monitor the Service Provider's in-house systems of monitoring and review in respect of the provision of the Service to the Resident and evidence that the systems are being used effectively and that Individual Support Plans are being implemented and monitored and that needs identified within a Resident's Assessment of Needs are being met effectively.
 - 16.3.2 inform the Service Provider if it fails to meet the requirements of the Contract and serve a Notice in accordance with Clause 11 (Breach) specifying what improvements should be made detailing the time scales and monitoring processes.
 - 16.3.3 inform the Contracts Manager of any failings of the Service Provider and the outcome of the monitoring process. If in the opinion of the Care Manager there continues to be concerns the Care Manager will

inform the Contracts Manager. The Council reserves the right in these circumstances to suspend or terminate the Contract in accordance with Clauses 17 (Extension and Termination).

- 16.4 The Service Provider will ensure that it obtains any necessary consent from Staff and/ or Residents to allow access to files to monitor the provision of the Service.

HEALTHWATCH

- 16.6 The Service Provider will allow an Authorised Representative of Healthwatch to access the Home to enter and view the Home and observe the carrying on of activities and the Services at the Home.

- 16.7 The duty on the Service Provider to allow the Authorised Representative access in accordance with paragraph 16.6 above shall not apply where:

16.7.1 the presence of the Authorised Representative at the Home or in a part of the Home would compromise either the effective provision of the Services or the privacy or dignity of any person;

16.7.2 the Authorised Representative does not comply with the following:

a. any viewing or observation carried out by the Authorised Representative is to be carried out for the purposes of Healthwatch and;

b. whilst at the Home pursuant to paragraph 16.4 above the Authorised Representative does not act in any way that compromises the effective provision of the Services or the privacy or dignity of any person;

16.7.3 access is requested to Excluded Premises;

16.7.4 the Authorised Representative wishes to observe the carrying-on of Excluded Activities;

16.7.5 the Authorised Representative requests to enter and view the Home or part of the Home for the purpose of observing the carrying-on of Excluded Activities;

16.7.6 access is requested to the Home or part of the Home at any time when the Services are not being provided at the Home or any part of the Home;

16.7.7 in the opinion of the Service Provider the Authorised Representative is not acting reasonably and proportionately in seeking to enter and view and observe the carrying-on of activities at the Home; or

16.7.8 the Authorised Representative does not provide the Service

Provider with written evidence that he or she is authorised by Healthwatch

HEALTHWATCH'S REQUESTS FOR INFORMATION

- 16.8 Upon receipt from Healthwatch of a request in writing for information which in the opinion of Healthwatch representative making the request is necessary for the effective carrying on of Healthwatch's activities the Service Provider will respond as follows:
- 16.8.1 where the information requested is held by the Service Provider and is not exempt information in accordance with paragraph 16.7 below, the Service Provider must provide the information to Healthwatch within 20 Working Days following the date of receipt of the request for information by the Service Provider;
 - 16.8.2 where the Service Provider holds the information and it is exempt information in accordance with paragraph 16.8 the Service Provider must:
 - 16.8.3 a. if paragraph 16.8 applies provide the information to Healthwatch in a form in which the identity of the individual cannot be ascertained, within 20 Working Days following the date of receipt of the request for information by the Service Provider; or
 - b. in any other case, within 20 Working Days following the date of receipt of the request for information by the Service Provider notify Healthwatch that the Service Provider is not required to disclose the information requested;
 - 16.8.4 where the Service Provider does not hold the information, notify Healthwatch of this within 20 Working Days following the date of receipt of the request for information by the Service Provider;
- 16.9 For the purposes of paragraph 16.6 information is exempt if it is:
- 16.9.1 confidential and relates to a living individual, unless the individual consents to the information being disclosed;
 - 16.9.2 prohibited from disclosure by any enactment or order of court; or
 - 16.9.3 prohibited or restricted from disclosure by any rule of common law.
- 16.10 This paragraph shall apply where information requested under paragraph 16.6 is exempt by virtue of:
- 16.10.1 the application of sub-paragraph 16.7.1; or
 - 16.10.2 the application of sub-paragraph 16.7.2 or 16.7.3 because the information is capable of identifying an individual; and which can be disclosed in a form from which the identity of the individual to whom

that information relates or is capable of identifying cannot be ascertained.

17 ACCESS TO RESIDENT'S FILES

- 17.1 The Service Provider will allow the Contracts Manager and Care Manager prompt access to any file information or record held by the Service Provider in respect of the Resident excluding nursing and medical records.

18 SAFEGUARDING

- 18.1 The Service Provider must fulfil its commitment to safeguard and promote the welfare of Residents and adults at risk and shall have the following in place:
- 18.1.1 Clear priorities for safeguarding and protecting adults at risk explicitly stated in strategic policy documents.
 - 18.1.2 A clear commitment by senior management of the organisation to the importance of safeguarding and protecting adults at risk.
 - 18.1.3 A clear line of accountability within the organisation for overseeing safeguarding and protecting adults at risk and that roles and accountability for taking action and reporting internally and in accordance with the Safeguarding adults: multi-agency policy and procedures for the West Midlands are properly defined and understood by those involved. The policy can be found on the Council's website at www.shropshire.gov.uk.
 - 18.1.4 Procedures for instigating the Safeguarding adults: multi-agency policy and procedures for the West Midlands and for dealing with allegations of abuse against members of Staff and volunteers.
 - 18.1.5 Arrangements to ensure that all Staff receive supervision and undertake safeguarding and protection of vulnerable adult training in order to equip them to carry out their safeguarding responsibilities effectively. Refresher training must be provided at regular intervals and all Staff including temporary Staff and volunteers who work with adults at risk must be made aware of the organisations arrangements for protecting adults at risk.
 - 18.1.6 Policies to safeguard and protect adults at risk and procedures that are in accordance with the Safeguarding adults: multi-agency policy and procedures for the West Midlands.
 - 18.1.7 Arrangements to work effectively with other organisations involved in the delivery of services to adults at risk in order to protect adults at risk including arrangements for sharing information in accordance with section 4.19.1 of Safeguarding adults: multi-agency policy and procedures for the West Midlands.

18.1.8 A culture of listening to and engaging in dialogue with adults at risk and seeking their views and taking account of those views both in individual decisions and the establishment or development of services.

18.1.9 Whistle blowing procedures and a culture that enables issues about safeguarding and protecting adults at risk to be raised.

IN THE WITNESS of which the Parties hereto have executed this document on the above date by their duly authorised officers

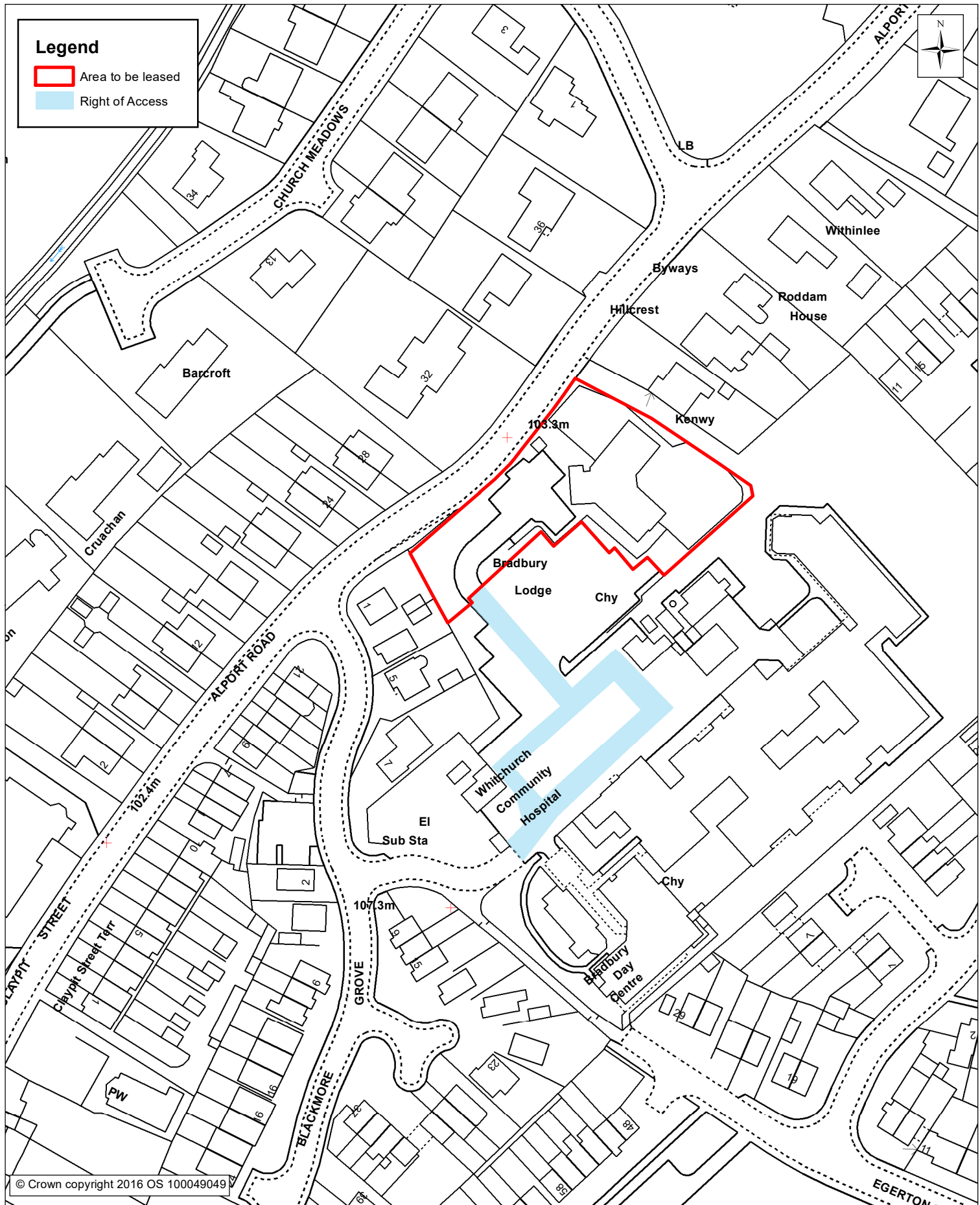
SIGNED by)
authorised signatory on behalf of)
SHROPSHIRE COUNCIL)

SIGNED by)
authorised signatory on behalf of)
SHROPSHIRE COUNCIL)

SIGNED by)
authorised signatory on behalf of)
the SERVICE PROVIDER)

Name.....

Position in Organisation.....



Commercial Services
Shirehall, Abbey Foregate
SHREWSBURY
SY2 6ND

Title:
Bradbury Lodge, Whitchurch

Drawing No:	
Scale:	1:1,250
Date:	November 2016
Drawn by:	Property Strategy and Review

FINANCIAL MODEL**SHROPSHIRE COUNCIL****BRADBURY LODGE MANAGEMENT CONTRACT****Years 1-5**

BIDDER NAME	0
-------------	---

Period Starting

01-Apr-17

01-Apr-18

01-Apr-19

01-Apr-20

01-Apr-21

Period Ending

31-Mar-18

31-Mar-19

31-Mar-20

31-Mar-21

31-Mar-22

Tenant Maintenance*Please detail individually the different aspects of maintenance***Total Tenant Maintenance**

-	-	-	-	-
---	---	---	---	---

Please refer to the Heads of Terms in the tender pack regarding tenant responsibilities for service charges and maintenance. Details of these costs are to be detailed on The totals from this sheet will feed through to the summary sheet.

PROPOSED HEADS OF TERMS FOR A LEASE OF BRADBURY LODGE,
CLAYPIT STREET WHITCHURCH, SHROPSHIRE SY13 1GU

Subject to Contract and formal Council approval

1. Parties

Landlord	Shropshire Community Trust
Head Lessee	Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND
Tenant	Tba
Landlord's Solicitor	Tba
Tenant's Solicitor	Tba

2. Property Bradbury Lodge, Claypit Street, Whitchurch,
Shropshire

3. Demised Premises The property edged red on the attached plan with
a vehicular right of way, edged blue.

4. Term Seven years

The Tenant will be entitled, on the fifth anniversary
of the commencement date to operate a break
clause, should the care contract not be renewed.

5. Commencement date 1 April 2017 or a date to be agreed

6. Permitted Use A residential care home within Class C2 and C3(b)
of the Town & Country Planning (Use Classes)
Order 1987 and Supported Living Accommodation

7. Rent One peppercorn, if demanded

8. Tenant's Covenants

- a) The Tenant to pay the rent and all outgoings
on the property including utility costs, taxes,
charges etc.
- b) The Tenant to be responsible for keeping the
demised premises, including the mechanical
and electrical services, in good repair and
condition replacing any Landlord's fixtures or
fittings which become beyond repair. The
Tenant to maintain and keep tidy the external
open areas within the Property.

- c) The Tenant to insure the building and contents.
 - d) The Tenant to be responsible for third party liability insurance up to £5 million and to indemnify the Landlord against all claims arising from acts, omissions or negligence of the Tenant.
 - e) The Tenant to pay any cost by proportion of use of the repair, maintenance and replacement of the access road and footways coloured brown on the attached plan.
 - f) Not to make any internal or external structural or substantial non structural alterations to the demised premises without the consent of the Landlord, such consent not to be unreasonably withheld. (see further provisions for Tenants Works)
 - g) The Tenant is not to erect any aerials, masts or wires without prior consent of the Landlord, such consent not to be unreasonably withheld.
 - h) Not to charge, underlet or assign or part with possession of the premises except for the use of accommodation for residents of the home or for supported living tenants.
 - i) Not to assign the whole of the premises

Not to use the Property for any purpose other than for the Permitted Use
 - j) To maintain registration of the property at all times in accordance with the requirements of the Care Standards Act 2000.
 - k)
9. Landlord obligations:
- a) To permit, on payment of rent and compliance with the Tenants obligations in the Lease, the Tenant quiet enjoyment
 - b) *To pay the Landlord's share of any cost by proportion of the repair, maintenance and replacement of the access road and footways coloured brown on the attached plan.*
10. Landlord reservation 100% nomination rights to the property for the term of the Lease

11. Costs Standard provision for payment of costs by Tenant in respect of preparation of notices etc.
12. Any additional standard clauses as may be Required

DRAFT SUBJECT TO CONTRACT & FORMAL APPROVAL



INSTRUCTIONS FOR TENDERING

**AMCV 218 - BRADBURY LODGE
RESIDENTIAL SERVICE FOR
ADULTS WITH LEARNING
DISABILITIES**

Shropshire Council Instructions for tendering

Contract Description:

Shropshire Council is seeking a service provider to manage Bradbury Lodge Residential Service for Adults with Learning Disabilities. The contract will be for an initial 5 years with an option to extend for a further 2 years commencing on 1st April 2017.

Shropshire Council is committed to providing a high quality service in residential care for adults with a learning disability which supports access to facilities to enable residents to remain part of the community.

A contract for residential care services for people with learning disabilities is expiring in March 2017. The home is in Shropshire and is registered with the Care Quality Commission to provide services to 6 residents. The home is well located within a market town in the north of the county. The home currently has 4 residents, and for the purposes of this tender, tenderers should complete this document to reflect provision of service to 4 residents.

The home is owned by Shropshire Council and the successful tender will be required to enter into a lease agreement. The heads of terms of this agreement are included in the tender documentation.

Tenders are invited from providers for the care and support element of these services with some hotel costs, as outlined in the Finance Model schedule. Shropshire Council will act as Commissioning Authority for the tender process. If the successful tenderer/s is/are not already registered with the Care Quality Commission in Shropshire then registration will be required following award of contract.

The contracts for the homes will be let for a period of five years with an option to extend for a further two years: The terms, conditions and standards are contained in the enclosed sample form of contract, however these will be reviewed from time to time to ensure that the contract contains the Council's up to date contract clauses.

It is anticipated that providers tendering for these services will be able to identify improved efficiencies whilst still maintaining a quality service.

The home is already established and registered with the Care Quality Commission for Adults with Learning Disabilities. For the avoidance of doubt we wish to make it clear that each residents has their own complex needs which may range from challenging behaviour, sensory impairment, autism, and Learning and Physical disabilities.

1.1.1 Although we have given an indication of the level of need of residents in the Pen pictures we would expect any potential provider to be able to:

- accommodate residents' needs for care and social activity
- adjust accordingly should their needs change or a new resident moves in

1.1.2 The Council is looking to appoint an innovative provider:

- who can easily meet the varied needs of current residents
- to develop the current service in line with the Council's priorities
- that has a track record in providing high quality services of a similar nature
- that has proven abilities to think imaginatively about service development and improvement
- that can demonstrate an awareness of the local and national agendas for both health and social care

1.1.3 There is a current staff team at both homes whose continued employment would need to be considered for transfer under TUPE rules.

1.1.4 Performance of each home shall be monitored and contributes to the Council's overall performance framework. The Council supports the development of appropriate local performance targets by and for individual services.

1.1 Service Detail and Resident Profiles

Pen pictures are available on request.

The home is registered as a residential assessment and care facility for six adults who have learning disabilities and may have autistic spectrum diagnosis. As set out above the home is currently providing a service for 4 residents and tenders should bid on the basis of this level of occupation. Residents will generally present with a significant level of behaviour that challenge requiring a high level of supervision and support. The expectation of the service at the home will be provision of a high level of assessment and support to enable the residents to prepare to move on to more permanent accommodation suitable to their needs. The assessment and care of the residents should aim to enable them to enjoy the highest possible level of independence. It should also aim to identify the most appropriate type of environment and support for this to be delivered when they move on.

The level of challenge the residents present will require a skilled staff team and management structure that will include specialist provision to manage the challenges presented within the staff team resource. This will require the development and implementation of behavioural intervention strategies that will protect the individual and others and will assist the residents to develop coping strategies in preparation for a move to a more inclusive living situation.

Index

<u>Section</u>	<u>Description</u>	<u>Page</u>
1.0	Invitation to Tender	4
2.0	Terms and Conditions	4
3.0	Preparation of Tenders	5
3.1	Completing the Tender Response Document	5
3.2	Tender Preparation and Cost	5
3.3	Parent Company Guarantee	6
3.4	Warranty	6
4.0	Tender Submission	6
5.0	Variant Bids	7
6.0	Transfer of Undertakings	7
7.0	Tender Evaluation	8
8.0	Clarifications	8
9.0	Continuation of the Procurement Process	9
10.0	Confidentiality	9
11.0	Freedom of Information	10
12.0	Disqualification	11
13.0	E-Procurement	12
14.0	Award of Contract	12
14.1	Award Criteria	12
14.2	Award Notice	12
14.3	Transparency of Expenditure	12
15.0	Value of Contract	13
16.0	Acceptance	13
17.0	Payment Terms	13
18.0	Liability of Council	14
19.0	Attendance at Committee	14
20.0	Declaration	14

1.0 Invitation to Tender

- 1.1** You are invited to tender for Bradbury Lodge Residential Service for Adults with Learning Disabilities as detailed in the Tender Response Document. The contract will be for an initial period of 5 years commencing on the 1st April 2017 with the option to extend for a further period of up to 2 years.
- 1.2** Tenders are to be submitted in accordance with the General Terms and Conditions of Shropshire Council and the instructions outlined within this document.
- 1.3** Tenders must be submitted in accordance with the following instructions. Tenders not complying in any particular way may be rejected by Shropshire Council (the Council) whose decision in the matter shall be final. Persons proposing to submit a Tender are advised to read the Invitation to Tender documentation carefully to ensure that they are fully familiar with the nature and extent of the obligations to be accepted by them if their Tender is accepted.
- 1.4** The Invitation to Tender documents must be treated as private and confidential. Tenderers should not disclose the fact that they have been invited to tender or release details of the Invitation to tender document other than on an “in confidence” basis to those who have a legitimate need to know or who they need to consult for the purpose of preparing the tender as further detailed in these Instructions for Tendering.
- 1.5** Tenderers shall not at any time release information concerning the invitation to tender and/or the tender documents for publication in the press or on radio, television, screen or any other medium without the prior consent of the Council.
- 1.6** The fact that a Tenderer has been invited to submit a tender does not necessarily mean that it has satisfied the Council regarding any matters raised in the pre-tender questionnaire submitted. The Council makes no representations regarding the Tenderer’s financial stability, technical competence or ability in any way to carry out the required services. The right to return to any matter raised in any pre-tender questionnaire submitted as part of the formal tender evaluation is hereby reserved by the Council.
- 1.7** The Invitation to Tender is issued on the basis that nothing contained in it shall constitute an inducement or incentive nor shall have in any other way persuaded a tenderer to submit a tender or enter into a Contract or any other contractual agreement.
- 1.8** Shropshire Council is purchasing on behalf of itself and any wholly owned local authority company or other entity that is deemed to be a contracting authority by virtue of the Council’s involvement.

2.0 Terms and Conditions

- 2.1** Every Tender received by the Council shall be deemed to have been made subject to the General Terms and Conditions and these Instructions for Tendering unless the Council shall previously have expressly agreed in writing to the contrary.
- 2.2** The Tenderer is advised that in the event of their Tender being accepted by the

Council, they will be required to undertake the required services.

3.0 Preparation of Tenders

3.1 Completing the Tender Response Document

3.1.1 Tenders should be submitted using the 'Tender Response Document' following the instructions given at the front of the document. The Tenderer's attention is specifically drawn to the date and time for receipt of Tenders and that no submission received after the closing time will be considered.

3.1.2 All documents requiring a signature must be signed;

- a) Where the Tenderer is an individual, by that individual;
- b) Where the Tenderer is a partnership, by two duly authorised partners;
- c) Where the Tenderer is a company, by two directors or by a director and the secretary of the company, such persons being duly authorised for the purpose.

3.1.3 The Invitation to Tender Documents are and shall remain the property and copyright of the Council

3.2 Tender Preparation and Costs

3.2.1 It shall be the responsibility of Tenderers to obtain for themselves at their own expense all information necessary for the preparation of their Tender. No claim arising out of want of knowledge will be accepted. Any information supplied by the Council (whether in the Tender Documentation or otherwise) is supplied only for general guidance in the preparation of tenders.

3.2.2 Any Tenderer considering making the decision to enter into a contractual relationship with the Council must make an independent assessment of the Tender opportunity after making such investigation and taking such professional advice as it deems necessary.

3.2.3 Tenderers will be deemed for all purposes connected with their Tender submission where appropriate to have visited and inspected the Council, its assets, all the locations in respect of the delivery of the services/supplies/works and to have satisfied themselves sufficiently as to the nature, extent and character of the services supplies/works sought, and the human resources, materials, software, equipment, machinery, and other liabilities and other matters which will be required to perform the contract.

3.2.4 The Council will not be liable for any costs incurred by Tenderers in the preparation or presentation of their tenders.

3.2.5 Tenderers are required to complete all pricing schedules in the Invitation to tender documents. The terms "Nil" and "included" are not to be used but a zero or figures must be inserted against each item. Unit rates and prices must be quoted in pounds sterling and whole new pence.

3.2.6 It shall be the Tenderer's responsibility to ensure that all calculations and prices in

the Tender documentation are correct at the time of submission.

- 3.2.7** The Tenderer is deemed to have made him/herself acquainted with the Council's requirements and tender accordingly. Should the Tenderer be in any doubt regarding the true meaning and intent of any element of the specification he is invited to have these fully resolved before submitting his Tender. No extras will be allowed for any loss or expense involved through any misunderstanding arising from his/her failure to comply with this requirement.
- 3.2.8** Any Tender error or discrepancy identified by the Council shall be drawn to the attention of the Tenderer who will be given the opportunity to correct, confirm or withdraw the Tender.
- 3.2.9** The Tender Documents must be treated as private and confidential. Tenderers should not disclose the fact that they have been invited to tender or release details of the Tender document other than on an In Confidence basis to those who have a legitimate need to know or whom they need to consult for the purpose of preparing the Tender.

3.3 Parent Company Guarantee

It is a condition of contract that if the tendering company is a subsidiary then its Ultimate Group/Holding Company must guarantee the performance of this contract and provide a letter to that effect signed by a duly authorised signatory of the Ultimate Group/Holding Company if requested to do so by the Council. Where the direct parent company cannot provide an adequate guarantee in the opinion of the Council, the Council will look to another group or associate company, with adequate assets, to be the guarantor. In cases where the contract is with a Joint Venture Company (JVC) or a Special Purpose Vehicle (SPV) company, which may have two or more parent companies and which may not be adequately capitalised or have sufficient financial strength on its own to support the risk and obligations it has under the contract, 'joint and several' guarantees / indemnities from the parent companies of the JVC or SPV may be sought.

3.4 Warranty

The Tenderer warrants that all the information given in their Tender and if applicable their Request to Participate Questionnaire is true and accurate. The information provided will be deemed to form part of any contract formed under this contract.

The Tenderer warrants that none of their current Directors have been involved in liquidation or receivership or have any criminal convictions

4.0 Tender Submission

- 4.1** Tenders must be submitted strictly in accordance with the letter of instruction accompanying this Invitation to Tender. Tenders must be submitted by the deadline of **noon, 6th January 2017**.
- 4.2** No unauthorised alteration or addition should be made to the Specification and Tender Response Document, or to any other component of the Tender document. If any such alteration is made, or if these instructions are not fully complied with, the Tender may be rejected.

- 4.3** Qualified tenders may be submitted, but the Council reserves the right not to accept any such tender. The Council's decision on whether or not a Tender is acceptable will be final.
- 4.4** Tenderers should note that their Tender must remain open and valid and capable of acceptance for a period of at least 90 days.
- 4.5** Tenderers should note that Tenders and supporting documents must be written in English and that any subsequent contract, which may or may not be entered into, its formation, interpretation and performance, shall be subject to and in accordance with the laws of England and subject to the jurisdiction of the Courts of England and Wales.
- 4.6** Where Tender submissions are incomplete the Council reserves the right not to accept them.

5.0 Variant Bids

- 5.1** The Council is interested in alternative solutions which would provide and develop opportunities for savings in service costs, service improvement or other financial benefits. In particular, the Council wishes to encourage solutions which also deliver benefits and added value to the local economy, residents and the business community.
- 5.2** Tenderers may submit, at their discretion, a Tender offering a different approach to the project as a "Variant Bid". However, to permit comparability, at least one bid must be submitted strictly in accordance with the Invitation to Tender Documents(the "Compliant Tender") . Any Tender variant proposed must clearly state how it varies from the requirements of the Compliant Tender Documents, and be explicit in demonstrating the benefits that will accrue to the Council from adopting this approach. Tenderers will be required to identify which submission, in their view, demonstrates best value to the Council.
- 5.3** Variant Bids must contain sufficient financial and operational detail to allow any Variant Bid to be compared with the standard Tender, permitting its considerations in written form.

6.0 The Transfer of Undertakings (Protection of Employment) regulations 2006

- 6.1** Tenderers should note that the Employee 'Transfer of Undertakings (Protection of Employment) Regulations '2006 ('TUPE') will apply to this contract. Tenderers are advised to seek their own legal advice about the practicality of these regulations and should reflect the financial implications of such a transfer in their tender submissions.
- 6.2** Details of employees of companies/and of the Council who are currently carrying out the work that is included in the Contract can be requested by emailing procurement@shropshire.gov.uk. Tenderers should note, however, that where the Council provides information to them for the purposes of TUPE, such information may originate from a third party. As the Council has no control over the compilation of such third party information, the Council gives no guarantee or assurance as to the accuracy or completeness of such information and cannot be

held responsible for any errors or omissions in it.

7.0 Tender Evaluation

- 7.1** The Tenderers may be called for interview to seek clarification of their tender or additional or supplemental information in relation to their tender. The presentations will not carry any weighting to the final score achieved by Tenderers, but will be used to clarify and moderate issues raised in the Tenderer's submissions. Any areas of discrepancy between submissions and information gained from the presentations will be reviewed and scores previously awarded will be amended if necessary.
- 7.2** If the Council suspects that there has been an error in the pricing of a Tender, the Council reserves the right to seek such clarification, as it considers necessary from the Tenderer in question.

8.0 Clarifications

- 8.1** Tenderers are responsible for clarifying any aspects of the tendering process and/or the Invitation to Tender documents in the manner described below.
- 8.2** If you are unsure of any section and require further clarification, please contact via our Delta Tenderbox.
- 8.3** Where appropriate, the Authorised Officer named above may direct the Tenderer to other officers to deal with the matter.
- 8.4** All queries should be raised as soon as possible (in writing), in any event not later than 21st December 2016.
- 8.5** All information or responses that clarify or enhance the tendering process will be supplied to all Tenderers on a uniform basis (unless expressly stated otherwise). These responses shall have the full force of this Instruction and where appropriate the Conditions of Contract. If a Tenderer wishes the Council to treat a question as confidential this must be expressly stated. The Council will consider such requests and will seek to act fairly between the Tenderers, whilst meeting its public law and procurement duties in making its decision.
- 8.6** Except as directed in writing by the Authorised Officer, and confirmed in writing to a Tenderer, no agent or officer or elected Member (Councillor) of the Council has any express or implied authority to make any representation or give any explanation to Tenderers as to the meaning of any of the Tender Documents, or as to anything to be done or not to be done by a Tenderer or to give any warranties additional to those (if any) contained in the ITT or as to any other matter or thing so as to bind the Council in any way howsoever.

9.0 Continuation of the Procurement Process

- 9.1** The Council shall not be committed to any course of action as a result of:
- i) issuing this Invitation to Tender;

- ii) communicating with a Tenderer, a Tenderer's representative or agent in respect of this procurement exercise;
 - iii) any other communication between the Council (whether directly or through its agents or representatives) and any other party.
- 9.2** The Council reserves the right at its absolute discretion to amend, add to or withdraw all, or any part of this Invitation to Tender at any time during the tendering stage of this procurement exercise.
- 9.3** At any time before the deadline for receipt of tender returns the Council may modify the Invitation to Tender by amendment. Any such amendment shall be numbered and dated and issued by the Council to all participating tenderers. In order to give prospective Tenderers reasonable time in which to take the amendment into account in preparing its Tender return, the Council may in its sole discretion, extend the deadline for submission of the tender returns. The Council reserves the right to amend, withdraw, terminate or suspend all or any part of this procurement process at any time at its sole discretion.
- 10.0 Confidentiality**
- 10.1** All information supplied by the Council in connection with or in these Tender Documents shall be regarded as confidential to the Council unless the information is already within the public domain or subject to the provisions of the Freedom of Information Act 2000.
- 10.2** The Contract documents and publications are and shall remain the property of the Council and must be returned upon demand.
- 10.3** Tenderers shall ensure that each and every sub-contractor, consortium member and/or professional advisor to whom it discloses these papers complies with the terms and conditions of this ITT.
- 10.4** The contents of this Invitation to Tender are being made available by the Council on condition that:
- 10.4.1** Tenderers shall at all times treat the contents of the Invitation to tender and any related documents as confidential, save in so far as they are already in the public domain and Tenderers shall not, subject to the provisions relating to professional advisors, sub-contractors or other persons detailed below, disclose, copy, reproduce, distribute or pass any of the contents of the Invitation to tender to any other person at any time or allow any of these things to happen;
 - 10.4.2** Tenderers shall not use any of the information contained in this Invitation to tender for any purpose other than for the purposes of submitting (or deciding whether to submit) the tender; and
 - 10.4.3** Tenderers shall not undertake any publicity activity within any section of the media.
- 10.5** Tenderers may disclose, distribute or pass this Invitation to tender to their professional advisors, sub-contractors or to another person provided that:
- 10.5.1** this is done for the sole purpose of enabling an Invitation to tender to be submitted and the person receiving the Information undertakes in writing to keep the

Invitation to Tender confidential on the same terms as if that person were the Tenderer; or

- 10.5.2** the Tenderer obtains the prior written consent of the Council in relation to such disclosure, distribution or passing of the Invitation to Tender; or
- 10.5.3** the disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the procurement or to any Contract(s) which may arise from it; or
- 10.5.4** the Tenderer is legally required to make such a disclosure.
- 10.6** The Council may disclose detailed information relating to the Invitation to Tender to its officers, employees, agents, professional advisors or Governmental organisations and the Council may make any of the Contracts and procurement documents available for private inspection by its officers, employees, agents, professional advisors, contracting authorities or Governmental organisations.

10.7 Transparency of Expenditure

Further to its obligations regarding transparency of expenditure, the Council may be required to publish information regarding tenders, contracts and expenditure to the general public, which could include the text of any such documentation, except for any information which is exempt from disclosure in accordance with the provisions of the Freedom of Information Act to be determined at the absolute discretion of the Council.

11.0 Freedom of Information

- 11.1** Please note that from 1 January 2005 under the provisions of the Freedom of Information Act 2000, the public (included in this are private companies, journalists, etc.) have a general right of access to information held by public authorities. One of the consequences of those new statutory responsibilities is that information about your organisation, which Shropshire Council may receive from you during this tendering process may be subject to disclosure, in response to a request, unless one of the various statutory exemptions applies.
- 11.2** In certain circumstances, and in accordance with the Code of Practice issued under section 45 of the Act, Shropshire Council may consider it appropriate to ask you for your views as to the release of any information before we make a decision as to how to respond to a request. In dealing with requests for information under the Act, Shropshire Council has to comply with a strict timetable and it would therefore expect a timely response to any such consultation within five working days.
- 11.3** If, at any stage of this tendering process, you provide any information to Shropshire Council in the expectation that it will be held in confidence, then you must make it clear in your documentation as to the information to which you consider a duty of confidentiality applies. The use of blanket protective markings such as "commercial in confidence" will no longer be appropriate and a clear indication as to what material is to be considered confidential and why should be given.
- 11.4** Shropshire Council will not be able to accept that trivial information or information

which by its very nature cannot be regarded as confidential should be subject to any obligation of confidence.

- 11.5** In certain circumstances where information has not been provided in confidence, Shropshire Council may still wish to consult with you as to the application of any other exemption such as that relating to disclosure that will prejudice the commercial interests of any party. However the decision as to what information will be disclosed will be reserved to Shropshire Council.

For guidance on this issue see: <http://www.ico.gov.uk>

12.0 Disqualification

- 12.1** The Council reserves the right to reject or disqualify a Tenderer's Tender submission where:

- 12.1.1** The tenderer fails to comply fully with the requirements of this Invitation to tender or is in breach of clause 15 of the Council's General Terms and Conditions relating to Bribery and Corruption or is guilty of a serious or intentional or reckless misrepresentation in supplying any information required; or

- 12.1.2** The tenderer is guilty of serious or intentional or reckless misrepresentation in relation to its tender return and/or the procurement process.

- 12.1.3** The tenderer directly or indirectly canvasses any member, official or agent of the Council concerning the award of the contract or who directly or indirectly obtains or attempts to obtain information from any such person concerning any other Tender or proposed Tender for the services. The Canvassing Certificate must be completed and returned as instructed.

- 12.1.4** The Tenderer :

- a) Fixes or adjusts the amount of his Tender by or in accordance with any agreement or arrangements with any other person; or
- b) Communicates to any person other than the Council the amount or approximate amount of his proposed Tender (except where such disclosure is made in confidence in order to obtain quotations necessary for preparation of the Tender for insurance purposes); or
- c) Enters into an agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any Tender to be submitted; or
- d) Offers or agrees to pay or give or does pay or gives any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any Tender or proposed Tender for the services any act or omission.

- 12.2** Any disqualification will be without prejudice to any other civil remedies available to the Council and without prejudice to any criminal liability which such conduct by a Tenderer may attract. The Non-Collusive Tendering Certificate must be completed and returned as instructed.

- 12.3** The Council reserves the right to disqualify an Applicant from further participating in this procurement process where there is a change in the control or financial stability of the Tenderer at any point in the process up to award of a contract and such change of control or financial stability has a materially adverse effect on the Tenderer's financial viability or ability to otherwise meet the requirements of the procurement process.

13.0 E-Procurement

As part of its procurement strategy Shropshire Council is committed to the use of technology that can improve the efficiency of procurement. Successful Tenderers may be required to send or receive documents electronically. This may include purchase orders, acknowledgements, invoices, payment advices, or other procurement documentation. These will normally be in the Council's standard formats, but may be varied under some circumstances so as not to disadvantage small and medium suppliers.

14.0 Award of Contract

14.1 Award Criteria

The Award Criteria has been set out within the Tender Response Document accompanying this invitation to tender. The Council is not bound to accept the lowest or any Tender.

14.2 Award Notice

The Council will publish the name and addresses of the successful Tenderers in the Official Journal of the European Union (OJEU) where appropriate. The Contracting Authority reserves the right to pass all information regarding the outcome of the Tendering process to the Office of Fair Trading to assist in the discharge of its duties. Additionally, the Council will adhere to the requirements of the Freedom of Information Act 2000 and Tenderers should note this statutory obligation.

14.3 Transparency of Expenditure

Further to its obligations regarding transparency of expenditure, the Council may also be required to publish information regarding tenders, contracts and expenditure to the general public, which could include the text of any such documentation, except for any information which is exempt from disclosure in accordance with the provisions of the Freedom of Information Act to be determined at the absolute discretion of the Council.

15.0 Value of Contract

Shropshire Council cannot give any guarantee in relation to the value of this contract.

16.0 Acceptance

- 16.1** Tenders must be submitted strictly in accordance with the terms of the Council's Invitation to Tender documentation and acceptance of the tender shall be conditional on compliance with this Tender Condition.
- 16.2** The Tender documentation including, the General and Special Terms and Conditions of Contract, the Tender Response document, these Instructions to Tender, together with the formal written acceptance by the Council will form a binding agreement between the Contractor and the Council.
- 16.3** The Tenderer shall be prepared to commence the provision of the supply and services on the start date of the contract being 1st April 2017.

17.0 Payment Terms

Tenderers should particularly note that the principles governing public procurement require that, as far as is reasonably possible, payments for Goods, Works or Services are made after the provision. Therefore any indication of a pricing strategy within a Tender which provides for substantial payments at the outset of the Contract will be examined carefully to decide whether or not a Tender in such form can be accepted. If in the opinion of the Council such substantial payments appear excessive in relation to the requirements of the Contract the Council reserves, without prejudice to any other right to reject any Tender it may have, the right to require the Tenderer to spread such proportion of the costs as are considered excessive over the duration of the Contract.

18.0 Liability of Council

- 18.1** The Council does not bind himself to accept the lowest or any tender.
- 18.2** The Council does not accept any responsibility for any pre-tender representations made by or on its behalf or for any other assumptions that Tenderers may have drawn or will draw from any pre-tender discussions.
- 18.3** The Council shall not be liable to pay for any preparatory work or other work undertaken by the Tenderer for the purposes of, in connection with or incidental to this Invitation to Tender, or submission of its Tender response or any other communication between the Council and any other party as a consequence of the issue of this Invitation to Tender.
- 18.4** The Council shall not be liable for any costs or expenses incurred by any Tenderer in connection with the preparation of a Tender return for this procurement exercise, its participation in this procurement whether this procurement is completed, abandoned or suspended.
- 18.5** Whilst the Tender Documents have been prepared in good faith, they do not purport to be comprehensive nor to have been formally verified. Neither the Council nor any of its staff, agents, elected Members, or advisers accepts any liability or responsibility for the adequacy, accuracy or completeness of any information given, nor do they make any representation or given any warranty, express or implied, with respect to the Tender Documents or any matter on which either of these is based (including, without limitation, any financial details contained within the Specification and Contract Documentation). Any liability is hereby expressly disclaimed save in the event of fraud, or in the event of specific warranties provided within the Contract Documentation.

19.0 The Contractor agrees that where requested in writing during the term of any Agreement for the supply Goods Works or Services it will ensure that an appropriately authorised representative of the Contractor shall attend a Committee meeting of the Council upon being invited to do so by the Council

20.0 **Declaration**

We, as acknowledged by the signature of our authorised representative, accept these Instructions to Tender as creating a contract between ourselves and the Council. We hereby acknowledge that any departure from the Instructions to Tender may cause financial loss to the Council.

Signed (1) Status.....

Signed (2) Status.....

(For and on behalf of)

Date

**AMCV 218 - BRADBURY LODGE RESIDENTIAL SERVICE FOR
ADULTS WITH LEARNING DISABILITIES
Confidentiality Undertaking Regarding TUPE**

[Date] 2016

[NAME]

Your ref: *

Our ref: AMCV 218

Dear Procurement Team,

We have taken legal advice in this matter and anticipate preparing a Bid on the basis that the current Transfer of Undertakings Regulations (Protection of Employment) Regulations and the EC Acquired Rights Directive may apply to this Contract. We also understand that there is confidential information relating to employees which will be provided on receipt of this letter.

We now formally request from you full details of the current provider staff and conditions of employment.

We hereby acknowledge that this information is confidential. We undertake: -

1. To treat the information in the strictest confidence
2. That the information will be used solely for the purpose of preparing this Bid
3. That it will not be disclosed to any other party for any purpose whatsoever, and we will not make copies thereof

We acknowledge that all documents and other information received from the Council as detailed above shall remain the current provider's property and that we will hold them as bailee for the current provider, exercising reasonable care to keep them safe from access by unauthorised persons. We shall also return them to the Council forthwith on written request.

We acknowledge that we shall fully indemnify the current provider against all losses claims damages fines costs and other liabilities as a consequence of or arising from our failure to comply with our obligations to keep such information confidential.

DATED THIS DAY OF

Signature

Duly authorised to sign for and on behalf of the Bidder (print full name and address of Bidder)

Please return to: procurement@shropshire.gov.uk.



Tender Response Document

AMCV 218 - Bradbury Lodge Residential Service for Adults with Learning Disabilities

Name of TENDERING
ORGANISATION
(please insert)

Bethphage

Please also add your company name to the footer of each page of the returned document

Shropshire Council Tender Response Document

Contract Description/Specification:

Shropshire Council is seeking a service provider to manage Bradbury Lodge Residential Service for Adults with Learning Disabilities. The contract will be for an initial 5 years with an option to extend for a further 2 years commencing on 1st April 2017.

Shropshire Council is committed to providing a high quality service in residential care for adults with a learning disability which supports access to facilities to enable residents to remain part of the community.

A contract for residential care services for people with learning disabilities is expiring in March 2017. The home is in Shropshire and is registered with the Care Quality Commission to provide services to 6 residents. The home is well located within a market town in the north of the county. The home currently has 4 residents, and for the purposes of this tender, tenderers should complete this document to reflect provision of service to 4 residents.

The home is owned by Shropshire Council and the successful tender will be required to enter into a lease agreement. The heads of terms of this agreement are included in the tender documentation.

Tenders are invited from providers for the care and support element of these services with some hotel costs, as outlined in the Finance Model schedule. Shropshire Council will act as Commissioning Authority for the tender process. If the successful tenderer/s is/are not already registered with the Care Quality Commission in Shropshire then registration will be required following award of contract.

The contracts for the homes will be let for a period of five years with an option to extend for a further two years: The terms, conditions and standards are contained in the enclosed sample form of contract, however these will be reviewed from time to time to ensure that the contract contains the Council's up to date contract clauses. It is anticipated that providers tendering for these services will be able to identify improved efficiencies whilst still maintaining a quality service.

The home is already established and registered with the Care Quality Commission for Adults with Learning Disabilities. For the avoidance of doubt we wish to make it clear that each residents has their own complex needs which may range from challenging behaviour, sensory impairment, autism, and Learning and Physical disabilities.

1.1.1 Although we have given an indication of the level of need of residents in the Pen pictures we would expect any potential provider to be able to:

- accommodate residents' needs for care and social activity
- adjust accordingly should their needs change or a new resident moves in

1.1.2 The Council is looking to appoint an innovative provider:

- who can easily meet the varied needs of current residents
- to develop the current service in line with the Council's priorities
- that has a track record in providing high quality services of a similar nature
- that has proven abilities to think imaginatively about service development and improvement
- that can demonstrate an awareness of the local and national agendas for both health and social care

1.1.3 There is a current staff team at both homes whose continued employment would need to be considered for transfer under TUPE rules.

1.1.4 Performance of each home shall be monitored and contributes to the Council's overall performance framework. The Council supports the development of appropriate local performance targets by and for individual services.

1.1 Service Detail and Resident Profiles

Pen pictures are available on request.

The home is registered as a residential assessment and care facility for six adults who have learning disabilities and may have autistic spectrum diagnosis. As set out above the home is currently providing a service for 4 residents and tenders should bid on the basis of this level of occupation. Residents will generally present with a significant level of behaviour that challenge requiring a high level of supervision and support. The expectation of the service at the home will be provision of a high level of assessment and support to enable the residents to prepare to move on to more permanent accommodation suitable to their needs. The assessment and care of the residents should aim to enable them to enjoy the highest possible level of independence. It should also aim to identify the most appropriate type of environment and support for this to be delivered when they move on.

The level of challenge the residents present will require a skilled staff team and management structure that will include specialist provision to manage the challenges presented within the staff team resource. This will require the development and implementation of behavioural intervention strategies that will protect the individual and others and will assist the residents to develop coping strategies in preparation for a move to a more inclusive living situation.

Instructions for the completion of this document

1. This document must be completed in its entirety with responses being given to all questions. If you are unsure of any section/question and require further clarification, please contact us via our Delta Tenderbox. You are recommended to keep a copy of all tender documents and supporting documents for your own records.
2. Tenderers must also complete and sign the four certificates in Sections A1 to A4. These must be signed;
 - a) Where the tenderer is an individual, by that individual;
 - b) Where the tenderer is a partnership, by two duly authorised partners;
 - c) Where the tenderer is a company, by two directors or by a director and the secretary of the company, such persons being duly authorised for the purpose.
3. All questions require specific responses from you relating to the organisation named in Section B Question 1.1 (a). All information supplied must be accurate and up to date. The Council reserves the right to refuse to consider your application if the Tender Response Document is not fully completed or is found to be inaccurate.
4. Where copies of certificates and other details are requested **a copy must** accompany the electronic copy of your Tender Response Document.

Contents

Section	Description	Page
A1	Form of Tender	8
A2	Non-Canvassing Certificate	9
A3	Non-Collusive Tendering Certificate	10
A4	Declaration of Connection with Officers or Elected Members of the Council	11
You must sign all 4 certificates in sections A1 to A4		
B Part 1	Supplier Information– For information only	14
B Part 2 Section 2	Grounds for <u>Mandatory</u> Exclusion	18
B Part 2 Section 3	Grounds for Discretionary Exclusion	20
Section C	Tender and Pricing Schedule	28

Evaluation Criteria

Tenders will be evaluated on the answers provided in this 'Tender Response Document' in the Standard Selection Questionnaire part. The following criteria is made up of 'pass/fail' (selection) questions and 'weighted marked' (award) questions and shows how each section is to be marked.

Selection Criteria Pass/Fail Questions (Sections B Part 1 – Part 3)

This information will be provided for proof of compliance and will be judged on a pass or fail basis. Applicants must comply with these issues to demonstrate their proven competency, financial stability, resources and other arrangements. Questions marked 'For information only' will not be assessed; however they must still be answered in full.

Section / Question No.	Selection Criteria
Section B Part 1	Supplier Information– For information only
Section B Part 2 Section 2	Grounds for <u>Mandatory</u> Exclusion
Section B Part 3 Section 3	Grounds for Discretionary Exclusion

In relation to discretionary exclusion grounds (section B part 3):-

Financial viability: Responses will be analysed and evaluated by the Authority's Audit sections and will include checks via an independent agency (currently Equifax).

If the financial analysis of the Applicant (please note financial information provided by consortium members will be evaluated to assess the Applicant consortium as a whole) gives cause for concern as to its ability to deliver the Contract, the Applicant will fail this section.

If the financial analysis of the Applicant does not give any cause for concern as to its ability to deliver the Contract – it shall be deemed to have passed the section.

Please note the Contracting Authority reserves the right to further check the Financial Stability and Capacity of an applicant prior to any award of contract in the manner set out above in order to ensure that they still pass that requirement.

For other Discretionary exclusion grounds: If in the opinion of the Contracting Authority the responses provided casts serious doubt on the Tenderer's ability to perform this contract, they may be excluded.

Award Criteria – Weighted Marked Questions

Tenders will be evaluated on the answers provided in this Tender Response Document and judged against the criteria shown in the table below. The following award criteria is made up of 'Quality' and 'Price' and shows how each criteria is to be weighted against each other.

Section / Question No.	Award Criteria	Weighting / Max Marks Available
Price 40% (107 marks)		
Section C / Q 1	Price	107 max marks
Total for price		107 max marks
Quality 60% (160 marks)		
Section C / Q 2.1	Service delivery and experience	Pass/Fail
Section C / Q 2.2	Maximising opportunities to maintain engagement with family and friends	2 / 20 max marks
Section C / Q 2.3	Management of challenging behaviours	2 / 20 max marks
Section C / Q 2.4	Development and maintenance of relationships with health professionals	2 / 20 max marks
Section C / Q 2.5	Transition to different home or other living arrangement	1 / 10 max marks
Section C / Q 2.6	Service Transfer	1 / 10 max marks
Section C / Q 2.7	Recruitment and Induction	2 / 20 max marks
Section C / Q 2.8	Retention of staff	1 / 10 max marks
Section C / Q 2.9	Training of staff	2 / 20 max marks
Section C / Q 2.10	Management and Quality Assurance	2 / 20 max marks
Section C / Q 2.11	Social Value	1 / 10 max marks
Total for quality		16 / 160 max marks

Quality Questions/ Scoring Scheme

Questions within the quality sections shown above will be scored using the following scoring scheme. Each answer from the questions identified below will be given a mark between 0 and 10 with the following meanings:

Assessment	Mark	Interpretation
Excellent	10	<i>Exceeds the requirement. Exceptional demonstration by the Tenderer of how they will meet this requirement by their allocation of skills and understanding, resources and quality measures. Response identifies factors that demonstrate added value, with evidence to support the response.</i>
	9	

Good	8	<i>Satisfies the requirement with minor additional benefits Above average demonstration by the Tenderer of how they will meet this requirement by their allocation of skills and understanding, resources and quality measures. Response identifies factors that demonstrate added value, with evidence to support the response.</i>
	7	
Acceptable	6	<i>Satisfies the requirement. Demonstration by the Tenderer of how they will meet this requirement by their allocation of skills and understanding, resources and quality measures, with evidence to support the response.</i>
	5	
Minor Reservations	4	<i>Satisfies the requirement with minor reservations Some minor reservations regarding how the Tenderer will meet this requirement by their allocation of skills and understanding, resources and quality measures, with limited evidence to support the response.</i>
	3	
Serious Reservations	2	<i>Satisfies the requirement with major reservations. Considerable reservations regarding how the Tenderer will meet this requirement by their allocation of skills and understanding, resources and quality measures, with little or no evidence to support the response.</i>
	1	
Unacceptable	0	<i>Does not meet the requirement Does not comply and/or insufficient information provided to demonstrate how the Tenderer will meet this requirement by their allocation of skills and understanding, resources and quality measures, with little or no evidence to support the response.</i>

The use of odd numbers indicates an answer's allocated mark lies between definitions.

The tender receiving the highest initial mark for Quality Criteria overall will receive the full 160 marks available for Quality. Other tenders will receive a final mark that reflects the % difference in the initial marks between those tenders and the tender receiving the highest initial mark for Quality overall.

Price Evaluation and scoring

The most competitively priced tender will receive the maximum mark for price being 107. **Less competitive tenders** will receive a % of the maximum mark that represents the difference in cost between that tender and the most competitively priced tender.

Price has an overall weighting of 40% of the total evaluation criteria. Please complete the pricing schedule attached. The price that will be evaluated will be the total cost of the basket of goods as shown in cell C76 on the 'Summary' worksheet.

Section A:
1. Form of Tender

Form of Tender

Shropshire Council

Tender for Bradbury Lodge Residential Service
for Adults with Learning Disabilities

We confirm that this, our tender, represents an offer to Shropshire Council that if accepted in whole, or in part, will create a binding contract for the service of Bradbury Lodge Residential Service for Adults with Learning Disabilities at the prices and terms agreed and subject to the terms of the invitation to tender documentation and the General Terms and Conditions, copies of which we have received.

Section A:
2. Non-Canvassing Certificate

Section A:

2. Non – Canvassing Certificate

Non-Canvassing Certificate

To: Shropshire Council (hereinafter called “the Council”)

I/We hereby certify that I/We have not canvassed or solicited any member officer or employee of the Council in connection with the award of this Tender of any other Tender or proposed Tender for the Services and that no person employed by me/us or acting on my/our behalf has done any such act.

I/We further hereby undertake that I/We will not in the future canvass or solicit

Section A:

3. Non-Collusive Tendering Certificate

Non-collusive Tendering Certificate

**Annex A:
Non-collusive Tendering Certificate**

To: Shropshire Council (hereinafter called “the Council”)

The essence of selective tendering is that the Council shall receive bona fide competitive Tenders from all persons tendering. In recognition of this principle:

I/We certify that this is a bona fide Tender, intended to be competitive and that I/We have not fixed or adjusted the amount of the Tender or the rates and prices quoted by or under or in accordance with any agreement or arrangement with any other person.

I/We also certify that I/We have not done and undertake that I/We will not do at any time any of the following acts:-

Section A:
4. Declaration of Connection with Officers or Elected Members of the Council

Are you or any of your staff who will be affected by this invitation to tender related or connected in any way with any Shropshire Council Elected Councillor or Employee?

~~Yes~~ / No

If yes, please give details:

Name	Relationship
N/A	N/A

Please note:

This information is collected to enable the Council to ensure that tenders are assessed without favouritism. Whether or not you have a connection with elected members or employees will have no bearing on the success of your tender, but your tender will not be considered unless this declaration has been completed.

Signed (1

Status: Chair of the Board

Signed (2

Status: Company Secretary

(For and on behalf of Bethphage)

Date: 23.12.16

SECTION B

Standard Selection Questionnaire

Potential Supplier Information and Exclusion Grounds: Part 1 and Part 2.

The standard Selection Questionnaire is a self-declaration, made by you (the potential supplier), that you do not meet any of the grounds for exclusion. If there are grounds for exclusion (there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning). For the list of exclusion please see

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf

A completed declaration of Part 1 and Part 2 provides a formal statement that the organisation making the declaration has not breached any of the exclusions grounds. Consequently we require all the organisations that you will rely on to meet the selection criteria to provide a completed Part 1 and Part 2. For example these could be parent companies, affiliates, associates, or essential sub-contractors, if they are relied upon to meet the selection criteria. This means that where you are joining in a group of organisations, including joint ventures and partnerships, each organisation in that group must complete one of these self-declarations. Sub-contractors that you rely on to meet the selection criteria must also complete a self-declaration (although sub-contractors that are not relied upon do not need to complete the self-declaration).

When completed, this form is to be sent back to the contact point given in the procurement documents along with the selection information requested in the procurement documentation.

Supplier Selection Questions: Part 3

This document provides instructions on the selection questions you need to respond to and how to submit those responses. If you are bidding on behalf of a group (consortium) or you intend to use sub-contractors, you should complete all of the selection questions on behalf of the consortium and/or any sub-contractors.

If the relevant documentary evidence referred to in the Selection Questionnaire is not provided upon request and without delay we reserve the right to amend the contract award decision and award to the next compliant bidder.

Consequences of misrepresentation

If you seriously misrepresent any factual information in filling in the Selection Questionnaire, and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into you may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

Notes for completion

1. The “authority” means the contracting authority, or anyone acting on behalf of the contracting authority, that is seeking to invite suitable candidates to participate in this procurement process.
2. “You” / “Your” refers to the potential supplier completing this standard Selection Questionnaire i.e. the legal entity responsible for the information provided. The term “potential supplier” is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 (referred to as the “regulations”) and could be a registered company; the lead contact for a group of economic operators; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. Please ensure that all questions are completed in full, and in the format requested. If the question does not apply to you, please state ‘N/A’. Should you need to provide additional information in response to the questions, please submit a clearly identified annex.
4. The authority recognises that arrangements set out in section 1.2 of the standard Selection Questionnaire, in relation to a group of economic operators (for example, a consortium) and/or use of sub-contractors, may be subject to change and will, therefore, not be finalised until a later date. The lead contact should notify the authority immediately of any change in the proposed arrangements and ensure a completed Part 1 and Part 2 is submitted for any new organisation relied on to meet the selection criteria. The authority will make a revised assessment of the submission based on the updated information.
5. For Part 1 and Part 2 every organisation that is being relied on to meet the selection must complete and submit the self-declaration.
6. **Note for Contracting Authorities: The following paragraph is optional for inclusion if a decision has been made to request a self-declaration of the exclusion grounds from sub-contractors. All sub-contractors are required to complete Part 1 and Part 2¹.**
7. For answers to Part 3 - If you are bidding on behalf of a group, for example, a consortium, or you intend to use sub-contractors, you should complete all of the questions on behalf of the consortium and/ or any sub-contractors, providing one composite response and declaration.

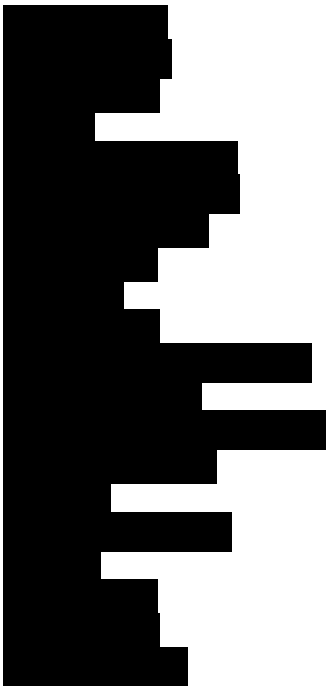
The authority confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the regulations, or pursuant to an order of the court or demand made by any competent authority or body where the authority is under a legal or regulatory obligation to make such a disclosure.

¹ See PCR 2015 regulations 71 (8)-(9)

Part 1: Potential supplier Information

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

Section 1	Potential supplier information	
Question number	Question	Response
1.1(a)	Full name of the potential supplier submitting the information	Bethphage
1.1(b) – (i)	Registered office address (if applicable)	8 Longbow Close Harlescott Lane Shrewsbury SY1 3GZ
1.1(b) – (ii)	Registered website address (if applicable)	www.bethphage.co.uk
1.1(c)	Trading status a) public limited company b) limited company c) limited liability partnership d) other partnership e) sole trader f) third sector g) other (please specify your trading status)	Limited company Registered Charity
1.1(d)	Date of registration in country of origin	1994
1.1(e)	Company registration number (if applicable)	02971171
1.1(f)	Charity registration number (if applicable)	1046225
1.1(g)	Head office DUNS number (if applicable)	77-484-7339
1.1(h)	Registered VAT number	N/A
1.1(i) - (i)	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	N/A <input type="checkbox"/>
1.1(i) - (ii)	If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s).	N/A
1.1(j) - (i)	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	<input checked="" type="checkbox"/> Yes

1.1(j) - (ii)	If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this.	CQC provider ID 1-101665577
1.1(k)	Trading name(s) that will be used if successful in this procurement.	Bethphage
1.1(l)	Relevant classifications (state whether you fall within one of these, and if so which one) a) Voluntary Community Social Enterprise (VCSE) b) Sheltered Workshop c) Public Service Mutual	Voluntary Community Social Enterprise
1.1(m)	Are you a Small, Medium or Micro Enterprise (SME) ₂ ?	No
1.1(n)	Details of Persons of Significant Control (PSC), where appropriate: ³ - Name; - Date of birth; - Nationality; - Country, state or part of the UK where the PSC usually lives; - Service address; - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used); - Which conditions for being a PSC are met; - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more. (Please enter N/A if not applicable)	
1.1(o)	Details of immediate parent company: - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) (Please enter N/A if not applicable)	N/A
1.1(p)	Details of ultimate parent company: - Full name of the ultimate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) (Please enter N/A if not applicable)	N/A

Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them.

2 See EU definition of SME - https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en

3 UK companies, Societates European (SEs) and limited liability partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register, and must file the PSC information with the central public register at Companies House. See PSC guidance.

Please provide the following information about your approach to this procurement:

Section 1	Bidding Model																																																										
Question number	Question	Response																																																									
1.2(a) - (i)	Are you bidding as the lead contact for a group of economic operators?	<input checked="" type="checkbox"/> No If yes, please provide details listed in questions 1.2(a) (ii), (a) (iii) and to 1.2(b) (i), (b) (ii), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a) (ii) for reference purposes, and complete 1.3, Section 2 and 3.																																																									
1.2(a) - (ii)	Name of group of economic operators (if applicable)	N/A																																																									
1.2(a) - (iii)	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	N/A																																																									
1.2(b) - (i)	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	<input checked="" type="checkbox"/> No																																																									
1.2(b) - (ii)	If you responded yes to 1.2(b)-(i) please provide additional details for each sub-contractor in the following table: we may ask them to complete this form as well.																																																										
	<table border="1"> <tr> <td>Name</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Registered address</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Trading status</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Company registration number</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Head Office DUNS number (if applicable)</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Registered VAT number</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Type of organisation</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>SME (Yes/No)</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>The role each sub-</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>					Name						Registered address						Trading status						Company registration number						Head Office DUNS number (if applicable)						Registered VAT number						Type of organisation						SME (Yes/No)						The role each sub-					
Name																																																											
Registered address																																																											
Trading status																																																											
Company registration number																																																											
Head Office DUNS number (if applicable)																																																											
Registered VAT number																																																											
Type of organisation																																																											
SME (Yes/No)																																																											
The role each sub-																																																											

	contractor will take in providing the works and /or supplies e.g. key deliverables					
	The approximate % of contractual obligations assigned to each sub-contractor					

Contact details and declaration

I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.

I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

Section 1	Contact details and declaration	
Question Number	Question	Response
1.3(a)	Contact name	
1.3(b)	Name of organisation	Bethphage
1.3(c)	Role in organisation	Service Development Manager
1.3(d)	Phone number	01743272880
1.3(e)	E-mail address	uk
1.3(f)	Postal address	8 Longbow Close, Harlescott Lane, Shrewsbury, SY1 3GZ
1.3(g)	Signature (electronic is acceptable)	
1.3(h)	Date	23.12.16

Part 2: Exclusion Grounds

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

Section 2	Grounds for mandatory exclusion	
Question number	Question	Response
2.1(a)	<p>Regulations 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on the webpage (see link on page 11), which should be referred to before completing these questions. Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the webpage.</p>	
	Participation in a criminal organisation.	<input checked="" type="checkbox"/> No If Yes please provide details at 2.1(b)
	Corruption.	<input checked="" type="checkbox"/> No If Yes please provide details at 2.1(b)
	Fraud.	<input checked="" type="checkbox"/> No If Yes please provide details at 2.1(b)
	Terrorist offences or offences linked to terrorist activities	<input checked="" type="checkbox"/> No If Yes please provide details at 2.1(b)
	Money laundering or terrorist financing	<input checked="" type="checkbox"/> No If Yes please provide details at 2.1(b)
	Child labour and other forms of trafficking in human beings	<input checked="" type="checkbox"/> No If Yes please provide details at 2.1(b)
2.1(b)	If you have answered yes to question 2.1(a), please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction, Identity of who has been convicted If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.	N/A
2.2	If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self Cleaning)	N/A
2.3(a)	<p>Regulation 57(3) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any</p>	<input checked="" type="checkbox"/> No

	part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?	
2.3(b)	If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.	N/A

Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

Section 3	Grounds for discretionary exclusion	
Question number	Question	Response
	<p>Regulation 57 (8) The detailed grounds for discretionary exclusion of an organisation are set out on this webpage (see link on page 11),, which should be referred to before completing these questions.</p> <p>Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.</p>	
3.1(a)	Breach of environmental obligations?	<input checked="" type="checkbox"/> No If yes please provide details at 3.2
3.1(b)	Breach of social obligations?	<input checked="" type="checkbox"/> No If yes please provide details at 3.2
3.1(c)	Breach of labour law obligations?	<input checked="" type="checkbox"/> No If yes please provide details at 3.2
3.1(d)	Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?	<input checked="" type="checkbox"/> No If yes please provide details at 3.2
3.1(e)	Guilty of grave professional misconduct?	<input checked="" type="checkbox"/> No If yes please provide details at 3.2
3.1(f)	Entered into agreements with other economic operators aimed at distorting competition?	<input checked="" type="checkbox"/> No If yes please provide details at 3.2
3.1(g)	Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?	<input checked="" type="checkbox"/> No If yes please provide details at 3.2
3.1(h)	Been involved in the preparation of the procurement procedure?	<input checked="" type="checkbox"/> No If yes please provide details at 3.2
3.1(i)	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions?	<input checked="" type="checkbox"/> No If yes please provide details at 3.2
3.1(j)	Please answer the following statements	<input checked="" type="checkbox"/> No If yes please provide details at 3.2
3.1(j) - (i)	The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.	

3.1(j) - (ii)	The organisation has withheld such information.	<input checked="" type="checkbox"/> No If yes please provide details at 3.2
3.1(j) –(iii)	The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.	<input checked="" type="checkbox"/> No provide details at 3.2
3.1(j)-(iv)	The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.	<input checked="" type="checkbox"/> No If yes please provide details at 3.2
3.2	If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant	N/A

Part 3: Selection Questions

Section 4	Economic and Financial Standing	
Question number	Question	Response
4.1	Are you able to provide a copy of your audited accounts for the last two years, if requested? If no, can you provide one of the following: answer with Y/N in the relevant box.	<input checked="" type="checkbox"/> Yes
	(a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation.	N/A
	(b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	N/A
	(c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	N/A
4.2	Where we have specified a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out.	N/A

Section 5	If you have indicated in the Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below:	
Name of organisation		N/A
Relationship to the Supplier completing these questions		N/A

5.1	Are you able to provide parent company accounts if requested to at a later stage?	N/A
5.2	If yes, would the parent company be willing to provide a guarantee if necessary?	N/A
5.3	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	N/A

Section 6	Technical and Professional Ability
6.1	<p>Relevant experience and contract examples</p> <p>Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.</p> <p>The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p> <p>Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).</p> <p>Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.</p> <p>If you cannot provide examples see question 6.3</p>

	Contact 1	Contact 2	Contact 3
Name of customer organisation	[REDACTED]	[REDACTED]	[REDACTED]
Point of contact in the organisation	[REDACTED]	[REDACTED]	[REDACTED]
Position in the organisation	[REDACTED]	[REDACTED]	[REDACTED]
E-mail address	[REDACTED]	[REDACTED]	[REDACTED]
Description of contract	[REDACTED]	[REDACTED]	[REDACTED]

[illegible]

6.2	<p>Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)</p> <p>Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries)</p>
	N/A

6.3	If you cannot provide at least one example for questions 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.

Section 7	Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015	
	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	No <input checked="" type="checkbox"/> our turnover is below £36 million
	If you have answered yes to question 7.1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?	N/A

8. Additional Questions

Suppliers who self-certify that they meet the requirements to these additional questions will be required to provide evidence of this if they are successful at contract award stage.

Section 8	Additional Questions	
8.1	Insurance	
	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Yes</p> <p>Employer's (Compulsory) Liability Insurance = £5 Million</p> <p>Public Liability Insurance = £5 Million</p> <p>*It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	

8.2 – Compliance with equality legislation

For organisations working outside of the UK please refer to equivalent legislation in the country that you are located.		
1.	In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)?	<input checked="" type="checkbox"/> No

2.	<p>In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds or alleged unlawful discrimination?</p> <p>If you have answered “yes” to one or both of the questions in this module, please provide, as a separate Appendix, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your organisation, please use the Appendix to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.</p> <p>You may be excluded if you are unable to demonstrate to the Authority’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.</p>	<input checked="" type="checkbox"/> No
3.	If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?	<input checked="" type="checkbox"/> Yes

8.3 – Environmental Management

1.	<p>Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)?</p> <p>If your answer to this question is “Yes”, please provide details in a separate Appendix of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served.</p> <p>The Authority will not select bidder(s) that have been prosecuted or served notice under environmental legislation in the last 3 years, unless the Authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.</p>	<input checked="" type="checkbox"/> No
2.	If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation?	<input checked="" type="checkbox"/> Yes

8.4 – Health & Safety

1.	Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements.	<input checked="" type="checkbox"/> Yes
2.	<p>Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?</p> <p>If your answer to this question was “Yes”, please provide details in a separate Appendix of any enforcement/remedial orders served and give details of any remedial action or changes to procedures you have made as a result.</p>	<input checked="" type="checkbox"/> No

	The Authority will exclude bidder(s) that have been in receipt of enforcement/remedial action orders unless the bidder(s) can demonstrate to the Authority's satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches.	
3.	If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?	<input checked="" type="checkbox"/> Yes

8.5 Safeguarding of adults and children

(for services where staff come into regular contact with children and adults)

1	Do you have a Safeguarding Policy or statement for safeguarding adults?	Enclosed YES
2	For information: our requests for references will include a question relating to your organisation's record for safeguarding.	
3	<p>As a contractor providing a public service on behalf of a Shropshire Council, we expect that you will be familiar and committed to the local safeguarding procedures as prescribed by Shropshire Council's approach to adult protection http://www.shropshire.gov.uk/adultcarer.nsf/open/F54E8A80CF1343BC80257AAF0058F760</p> <p>I/We certify that I/We are familiar with and committed to deliver our service in compliance with local safeguarding processes.</p> <div style="background-color: black; width: 300px; height: 40px; margin: 10px auto;"></div> <p>Signed Status Chief Executive (For and on behalf of Bethphage)</p> <p>Date 23/12/2016</p>	

8.6 It is a requirement within the terms and conditions for this Contract that where requested in writing during the term of the Agreement that the Contractor will ensure that an appropriately authorised representative of the Contractor shall attend a Committee meeting of the Council upon being invited to do so by the Council. Please confirm your acceptance of this term by ticking the box below

☒ Yes

SECTION C TENDER SCHEDULE

1.	Pricing Schedule
	Please complete the Finance Model schedule spreadsheet which should form part of your tender response.

2.	Tender Specification	
	Service Delivery and Experience:	
2.1	<p>Please provide examples of your experience of working with people who, in addition to their learning disabilities may have the following additional needs: Autism/autistic spectrum disorders; dual diagnosis mental health; schizophrenia/psychotic episodes; support developing mobility and co-ordination; support developing non-verbal communication.</p> <p>Your response should include the number of people with whom you have worked who have the additional needs described above, and the length of your experience. (Maximum 1500)</p>	Pass/Fail
	<div></div> <div></div> <div></div> <div></div> <div></div>	(1496 words)

[illegible]

	<div></div> <div></div>	
2.2	Describe how you would maximise the opportunities for residents to maintain engagement with family and friends, be supported to access the community and become involved in activities outside Bradbury Lodge. Ensure your response reflects your understanding and application of the Mental Capacity Act (Maximum 1200 words)	2 / 20 max marks
	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>	(1200 words)

	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>	
--	---	--

	<div></div> <div></div> <div></div> <div></div> <div></div>	
2.3	How would you manage challenging and behaviours of residents, taking into account other residents, and staff, within the home. Provide examples to evidence your experience. (Maximum 600 words)	2 / 20 max marks

	<div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>	(600 words)
--	---	-------------

	<div></div> <div></div>	
2.4	<p>Describe the relationships that you will need with health professionals including hospital staff, GP's, pharmacists, specialist learning disability health practitioners, and how you would develop and maintain these. Include in your description examples of joint working with health professionals. (Maximum 800 words)</p>	<p>2 / 20 max marks</p>
	<div></div> <div></div> <div></div> <div></div> <div></div>	<p><i>(788 words)</i></p>

	<div></div> <div></div> <div></div> <div></div> <div></div>	
2.5	How would you support residents at Bradbury Lodge to move from the home into a different home or other living arrangement? Please include examples to evidence your experience. (Maximum 1000 words)	1 / 10 max marks
	<div></div>	(999 words)

	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div>	
--	---	--

	<div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>	
	Service Transfer:	
2.6	<p>Please supply an implementation plan detailing how you would ensure a smooth transfer of service. Your plan should include the activities and timescales associated with the transition and the lead responsible roles. (Maximum 800 words)</p>	1 / 10 max marks
	[REDACTED]	(800 words)

[illegible]

	<div></div> <div></div> <div></div> <div></div>	
	Staffing, Training and Recruitment:	
2.7	How would you recruit and induct staff to ensure you create a team with the right skills and attitude to provide care to adults with a learning disabilities with additional needs that include autism, challenging behaviour and complex personal care and communication needs. Your description should include how you attract and develop good managers. (Maximum 600 words)	2 / 20 max marks
	<div></div>	(600 words)

	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
2.9	How do you ensure staff have the specialist skills, knowledge and qualifications and how do you evidence that staff training is having a positive impact for the service. (Maximum 600 words)	2 / 20 max marks
	<p>[REDACTED]</p> <p>[REDACTED]</p>	(600 words)

	<div>[REDACTED]</div>	
	<p>Management and Quality Assurance:</p> <p>Describe the quality systems you would have in place to evidence that you are meeting the Service Specification, CQC registration standards and other relevant legislation. (Maximum 800 words)</p>	<p>2 / 20 max marks</p>

	<div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>	(798 words)
--	---	-------------

	[REDACTED]	
	[REDACTED]	
	[REDACTED]	
	[REDACTED]	
	[REDACTED]	
	[REDACTED]	
	Social Value:	
2.11	Please describe how you will support the development of the local care workforce in terms of care skills development, volunteering opportunities, work placements, apprenticeships and/or employment (Maximum 600 words)	1 / 10 max marks
	[REDACTED]	(598 words)
	[REDACTED]	
	[REDACTED]	

	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div>	
--	---	--



personal & commercial info

Bethphage
8 Longbow Professional Centre
Longbow Close
Harlescott Lane
Shrewsbury
SY1 3AS

Shropshire Council
Shirehall
Abbey Foregate
Shrewsbury
Shropshire SY2 6ND

13th March 2017

Emailed to: [REDACTED]

Dear Bidder

**AMCV 218 - BRADBURY LODGE RESIDENTIAL SERVICE FOR ADULTS WITH LEARNING DISABILITIES
SHROPSHIRE COUNCIL
SUBJECT TO CONTRACT**

This is an Award Decision Notice. We are pleased to inform you that, following the evaluation process, Shropshire Council proposes to accept your offer in relation to the above Contract.

However, this letter is not, at this stage, a communication of Shropshire Council's formal acceptance of your bid. A mandatory "standstill" period is now in force; this period will end at midnight on 23rd March 2017.

Subject to Shropshire Council receiving no notice during the standstill period of any intention to legally challenge the award process, the Council aims to conclude the award after the expiry of the standstill period.

This award notification is also subject to you now providing copies of your relevant insurance certificates together with confirmation from your insurance brokers that:-

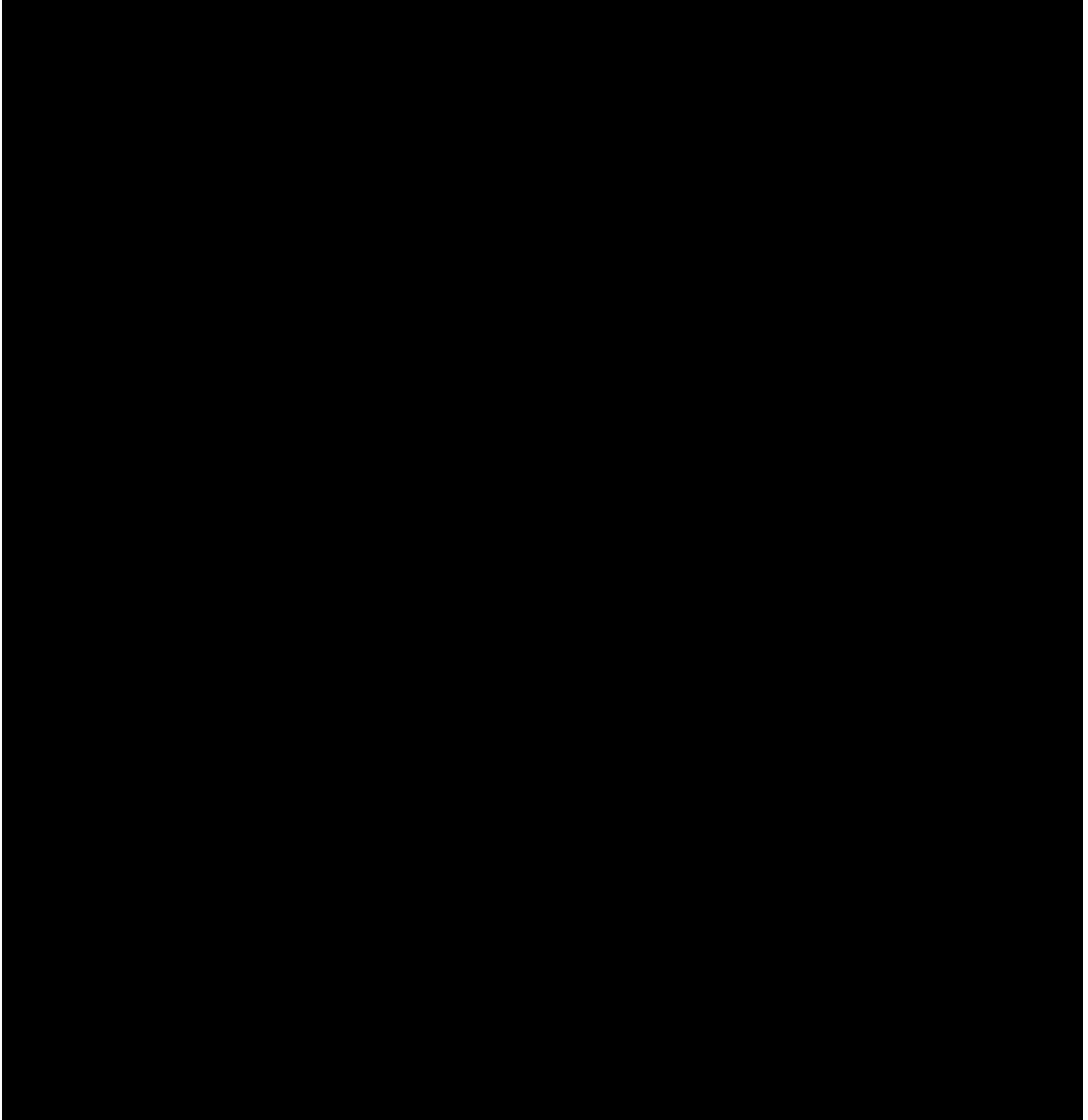
1. The insurance does not contain any exclusions, which would void the policy in relation to this contract.
2. Details within the insurance cover of any warranties, which need to be complied with to ensure that the cover remains in place.
3. Confirmation that there have been no erosion through claims made to the limits of indemnity.
4. Confirmation that all premiums due have been paid together with the date of renewal.

We can confirm that your tender received the following scores and ranking:-

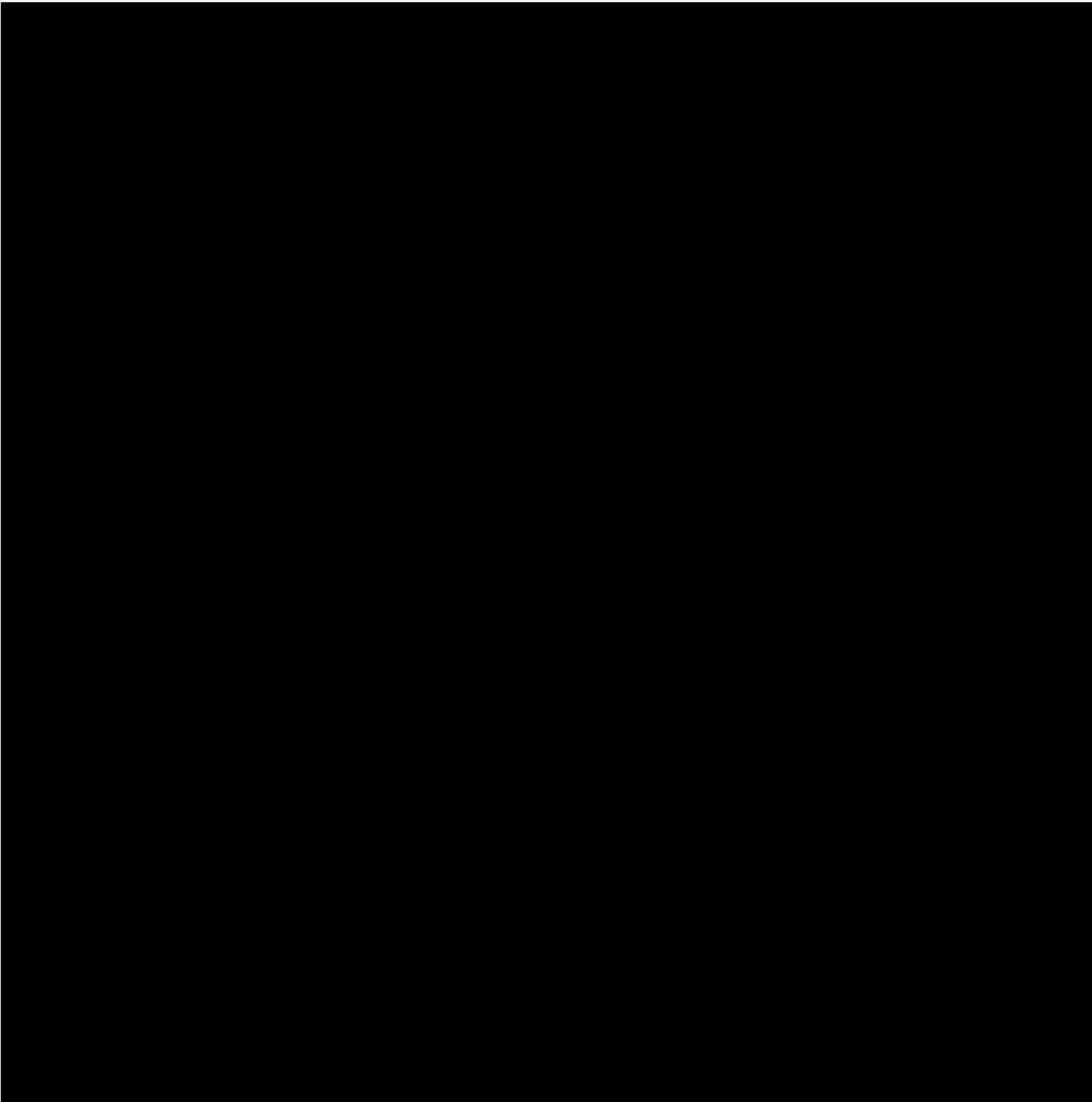
Criteria	Your Weighted Score	Winning Tenderer's Total Weighted Marks	Your Rank (out of all 5 tenders received)
Quality	■	■	■
Price	■	■	■
Overall	■	■	■

commercial info

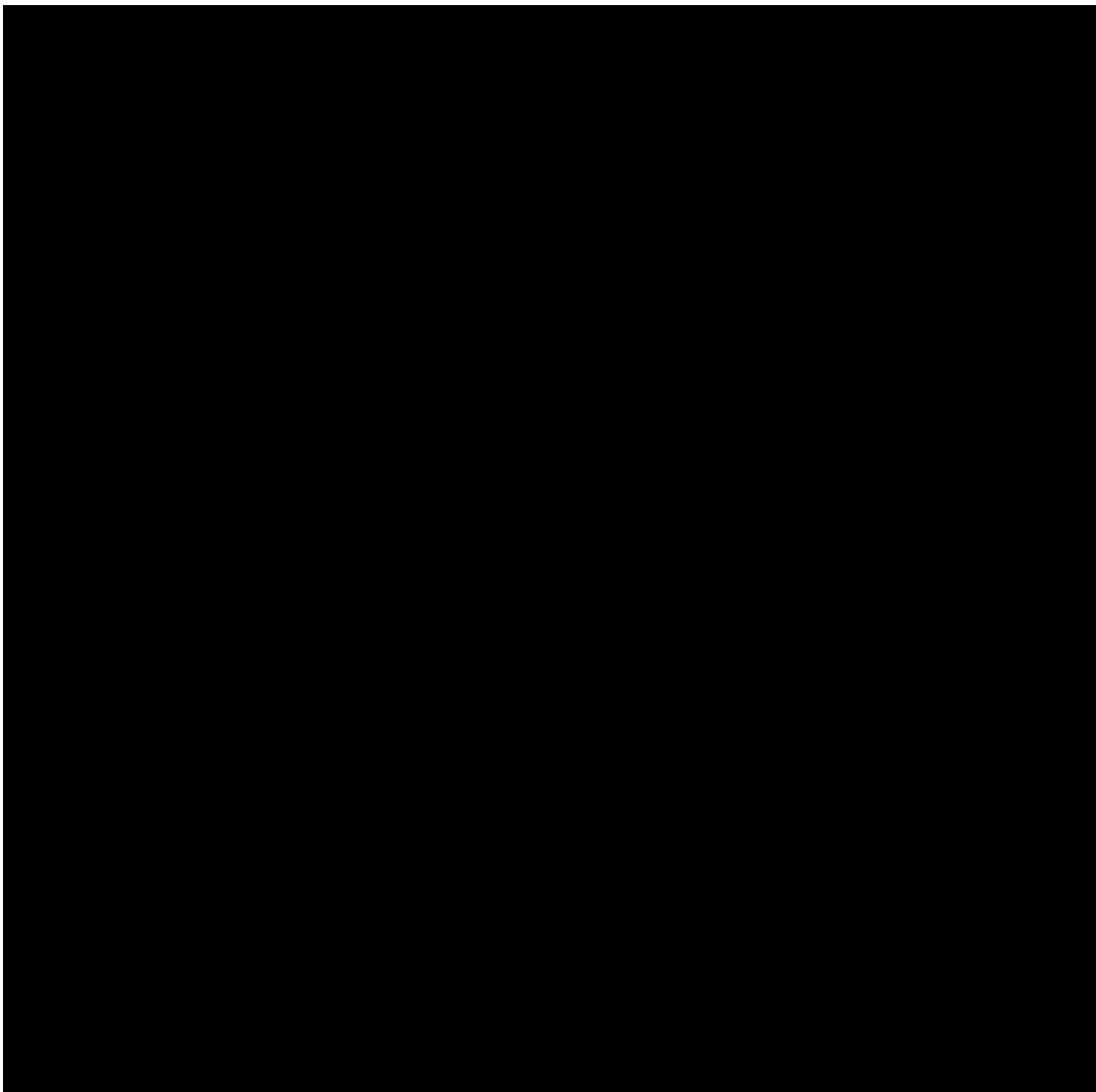
For your further information we would confirm that your quality submission was scored against the published 0-10 scoring scheme and the stated award criteria and received the marks as set out on the table overleaf. We have also included some commentary to the marks:



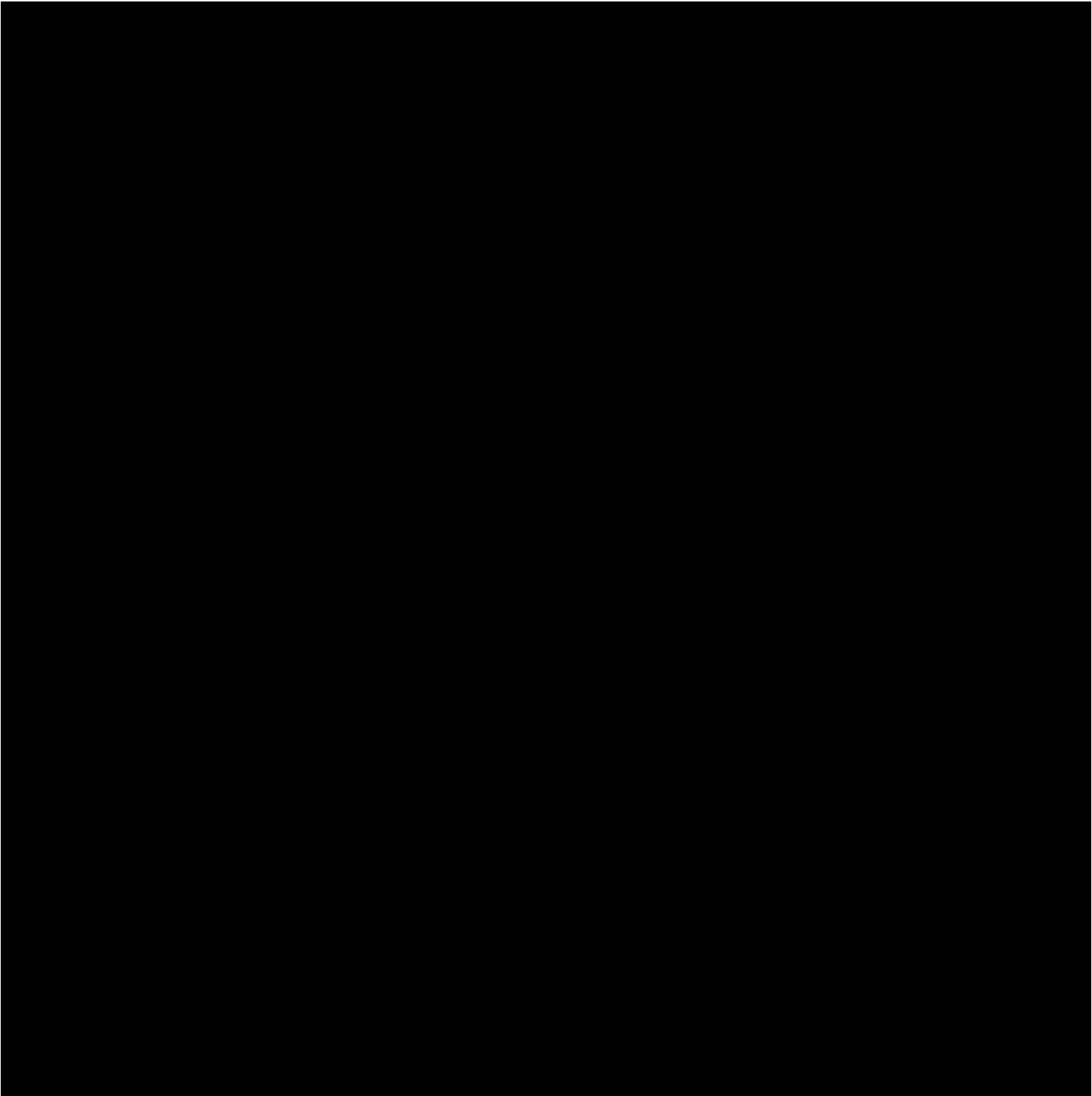
commercial info



commercial info

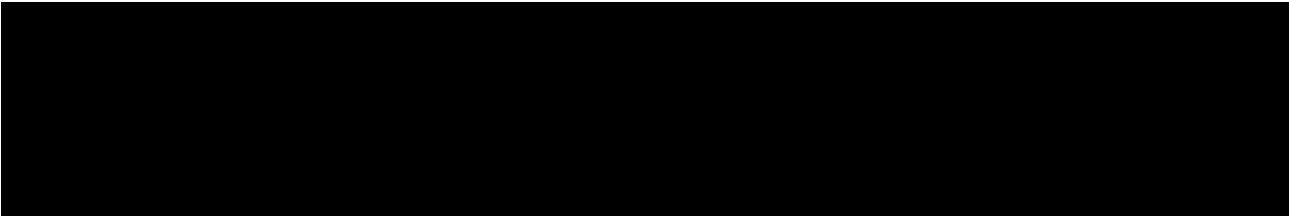


commercial & personal info



We will be in touch with you again at the end of the standstill period.

Yours faithfully



Interim Head of Operations

Contracts Manager

Adult Social Care
Shropshire Council

Commissioning Development and
Procurement
Shropshire Council