

Officer Decision Record – Executive Decision

Decision Ref. No.

B097/22

OFFICER DECISION RECORD ⁱ

Subject: Contract Award for the delivery of a self-directed support service

Type of Decision: Executive

Key Decision: Yes

Executive Member: Tony Kingsbury

Portfolio: Adult Care, Health and Wellbeing

Officer Contact: Tara Mullaney

Tel: 07910 211 998

1. **Decision**

- 1.1 To award the contract for the delivery of a self-directed support service.
- 1.2 The identity of the successful bidder and the value of the contract awarded to them is included in Annex A which will be uploaded following the conclusion of the call-in period.

2. **Reasons for the decision**

- 2.1 Commissioners are confident that in awarding this contract, the new service will contribute to the County Council's ambitions outlined in the Direct Payment and Individual Service Fund strategy 2021-2024. We want people in Hertfordshire to live full and active lives in their local communities. The vision and actions outlined in the strategy aim to give people real power and control over their lives, with self-directed support being the essential element to achieve this.
- 2.2 The Provider being recommended for award represents the most economically advantageous tender, offering both a high-quality bid and value for money.
- 2.3 Award recommendations are based on the outcome of a robust procurement exercise.

- 2.4 A steering group consisting of commissioners, operational leads, unpaid carers and adults currently using a Direct Payment convened in June 2022. The purpose of the group was to develop the specification and contract monitoring arrangements for the new service. The steering group has been involved at every stage of the process including the evaluation of tenders and will continue to be involved throughout the mobilisation phase and beyond, including contract monitoring and significant reviews.

Qualification envelope

- 2.5 The Qualification questions are not scored as they are predicated on compliance with aspects of legal and corporate governance that are deemed essential for an operator of a contract let by the County Council. All Qualification questions are mandatory and providers who fail any of them will be excluded from the rest of the procurement process.

Technical (Quality) envelope

- 2.6 The quality factors were weighted according to their importance, with greater percentage being based on meeting the specification and service outcomes. There were 8 questions in total under the following key themes:

- Service Structure
- Mobilisation
- Service Pathway
- Service Delivery
- Data recording and reporting
- Working in Partnership
- Service user involvement and coproduction
- Supporting Carers and Authorised or Nominated Persons
- Safeguarding

Commercial envelope

- 2.7 The commercial envelope was evaluated on the following criteria:
- Percentage deviation from the Council's allocated funding
 - Any Price higher than the Council's funding will not have a calculated deviation but be allocated 0 points, and any that deviate 5% or more, below this Price ceiling will be allocated 10 points

Quality Evaluation

- 2.8 The evaluation panel consisted of commissioners, people with lived experience and unpaid carers.
- 2.9 As well as meeting the core components of the service specification, the winning provider has committed to delivering significant added value to the contract.

- 2.10 The winning provider submitted a robust mobilisation plan as part of their bid which reflected their experience in mobilising contracts of a similar nature. The detailed plan outlined tasks, risks and mitigations. This plan will form the basis of mobilisation meetings in which commissioners will focus on key milestones. Key considerations identified within the mobilisation plan include communication to professionals and events for stakeholders.
- 2.11 Overall, the evaluation panel felt that the tender submission evidenced significant experience of managing similar services. The submission provided clear evidence of promoting good integrated working including a strong ethos of service user involvement and coproduction.

Equality Implications

- 2.12 An initial Equalities Impact Assessment (EIA) was carried out by Commissioners and an Equalities Manager when the project was initiated and has remained live during the project having been refreshed at key milestones during the process.
- 2.13 The specification outlines the requirement for the Provider to be consistent in their approach to all service users whilst taking account of the different needs of individuals. The service will respond appropriately to the needs of adults from a variety of social, ethnic, cultural and linguistic backgrounds and with a range of intellectual, physical, emotional and social developmental needs.

3. Alternative options considered and rejected

- 3.1 The opportunity was published on In-Tend, the Council's procurement portal with set qualification, technical and commercial criteria to ensure robust assurance that the contract being awarded can deliver the Council's requirements.
- 3.2 The Provider being recommended for award represents the most economically advantageous tender, offering both a high-quality bid and value for money.

4. Consultation

Was any Councillor consulted? Yes

If yes:

(a) Comments of Executive Member:

I agree with the proposed contract award

(b) Comments of other consultees

5. Any conflict of interest declared by a councillor who has been consulted in relation to the decision

No

6. I am proceeding with the proposed decision.

Signed: Jackie Albery

Title: Director – Planning and Resources

Date: 27 October 2022

Copies of record to:

- All consultees
- hard & electronic copy (if required to be made available for public inspection) to Democratic Services Manager - Room 213 County Hall.ⁱⁱ

Summary of Requirements to Inform/Consult Councillors

Significance of Proposed Action	Controversial	Relevant Councillor(s) to be Consulted
Technical/Professional/ Routine	No	No need to inform or consult councillors
Technical/Professional/ Routine	Yes	Executive Functions: Consult relevant Lead Executive Member and, where appropriate, Local Councillor Non-Executive Functions: Relevant Committee Chairman and, where appropriate Local Councillor
Local	No	Executive Functions: Inform Lead Executive Member and Local Councillor Non-Executive Functions: Inform Local Councillor
Local	Yes	Executive Functions: Consult Lead Executive Member and Local Councillor Non-Executive Functions: Consult Local Councillor
General or County-wide	No	Executive Functions: Consult relevant Lead Executive Member (s) Non-Executive Functions: Consult relevant Committee Chairman
General or County-wide	Yes	Executive Functions: Consult relevant Lead Executive Member (s) and the Leader of the Council Non-Executive Functions: Consult relevant Committee Chairman/Leaders of all Political Groups