

## Officer Decision Record – Executive Decision

**If Key Decision: Decision Ref. No.**

**B192/23**

***If not a Key Decision write n/a above***

### OFFICER DECISION RECORD <sup>i</sup>

Officer Key Decisions are subject to the Council's Call-In Procedure (Annex 9 of the Council's Constitution <https://www.hertfordshire.gov.uk/about-the-council/freedom-of-information-and-council-data/open-data-statistics-about-hertfordshire/who-we-are-and-what-we-do/who-we-are-and-what-we-do.aspx>)

**Subject:** Contract award for the provision of Dementia Community Support Services in Hertfordshire

**Type of Decision:** Executive

**Key Decision (Executive Functions only):** Yes

**Executive Member/Committee Chairman:** Tony Kingsbury

**Portfolio (Executive Functions only):** Adult Care, Health and Wellbeing

**Officer Contact:** Melanie Barton, Development Manager, CPWT

**Tel:** 01438 843818

## 1. Decision

- 1.1 Following open procurement process, decision to award Dementia Community Support Services contracts from 1<sup>st</sup> October 2024:

**HCC REF No: HCC2315434**

### **LOT 1 – THE HERTFORDSHIRE DEMENTIA INFORMATION AND DEVELOPMENT SERVICE**

### **LOT 2 – THE HERTFORDSHIRE DEMENTIA LOCAL COMMUNITY SUPPORT SERVICE**

- 1.2 The anticipated contract term will be three years and 6 months (bringing it in line with the timing of the Hertfordshire Dementia Strategy), with the potential to extend for up to two additional years.
- 1.3 The identify of the successful bidders 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 The Dementia Community Support Services are commissioned for the purpose of providing support to Individuals living with Mild Cognitive Impairment (MCI) or Dementia, and their carers, to enable them to continue living life independently in their community and to prevent further deterioration of their health and wellbeing.
- 2.2 The role of the Dementia Community Support Services within the Adult Care Services (ACS) vision is about what the VCFSE can do in terms of prevention - part of the connect, prevent and enable part of our Connected Lives principles as well as the [Think Local Act Personal](#) (TLAP) approach, developed to improve the quality of life for people who use social care services.
- 2.3 There are several key strategies that relate to this Service and the Service Providers are expected to work in the context of the following in particular and support the ongoing delivery of them as they develop:
- [The Hertfordshire Dementia Strategy, 2023 - 2028](#)
  - [Hertfordshire and West Essex ICS's \(Integrated Care System\) Strategic Priority number 4](#), 'to enable our residents to age well and support people living with dementia'
  - [Hertfordshire Carer's Strategy, 2022 - 2025](#)
  - [Hertfordshire Health and Wellbeing Strategy, 2016 – 2020](#)
  - [Hertfordshire County Council Corporate Plan, 2022-25](#)
  - [ACS Plan, 2021 - 2025](#)

- 2.4 Commissioners are assured that the Providers:
- Can deliver a quality service, with their proposals responding very clearly to the specifications outlined.
  - Are committed to working in partnership between the Lots and with wider system partners, including proposed governance models.
  - Would work proactively and constructively to evolve services in line with partnership discussions and strategy development.
  - Have placed the aspirations of people who use the service at the heart of activity, responding to the TLAP outcomes framework and using robust coproduction and continuous improvement strategies.
- 2.5 The Providers being recommended for award represent the most economically advantageous tender, offering both a quality bid and value for money.
- 2.6 Award recommendations are based on the outcome of a robust procurement exercise.
- 2.7 Commissioners completed several activities to inform the ongoing delivery and specification for community-based dementia support services. This included consulting with Individuals and their carers, as well as professionals through group outreach consultations, surveys, and online and in person workshops.
- 2.8 Commissioners also conducted a two-stage PPME exercise inviting the potential market (including incumbent providers), as well as Individuals using Services, to input to the proposed service delivery model and expected outcomes of services, as well as publishing two PPME questionnaires to inform the future model and final Service Specifications.
- 2.9 Feedback has been triangulated and common themes identified and possible improvements for the new contracts which have been built into the new service specification.

### **Qualification envelope**

- 2.10 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.

### **Commercial envelope**

- 2.11.1 The commercial envelope was evaluated using the Chartered Institute of Purchasing & Supply (CIPS) method as follows:

Tenderer Points Scored =  $\frac{\text{Lowest Tenderer Price}^*}{\text{Element Maximum Points Available}} \times 5$

Tenderer Price

## Technical (Quality) envelope

2.12 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:

| Theme of question                                                      | Total Weighting |
|------------------------------------------------------------------------|-----------------|
| Involvement & CoProduction                                             | 15%             |
| Partnership Working                                                    | 15%             |
| Social Value                                                           | 5%              |
| Mobilisation                                                           | 10%             |
| Monitoring Outcomes & Reporting Requirements                           | 15%             |
| Staffing                                                               | 10%             |
| Service Delivery – LOT 1<br>Part A. Delivery of Information and Advice | 15%             |
| Service Delivery – LOT 1<br>Part B. Delivery of Developmental Support  | 15%             |
| Service Delivery – LOT 2<br>Part A. Delivery of Local Support Service  | 15%             |
| Service Delivery – LOT 2<br>Part B. Meeting Differentiated Needs       | 15%             |

## Quality Evaluation

- 2.13 In total, there were fourteen bids received on In-Tend by the closing date, with some bidding for both Lots and others just for one of the other. Three bidders proceeded to evaluation of the quality bid forms. Two bidders submitted for both Lots.
- 2.14 The quality envelope was scored separately by a panel of independent evaluators which included commissioners, strategic delivery staff and a resident of Hertfordshire (a carer for husband with Young Onset Dementia). Each of the eight questions was scored from 0 – 4 with 0 being unacceptable and 4 being outstanding. To score a 4 Tenderers were required to identify factors that would offer potential added value.

- 2.15 Moderation meetings were facilitated by the independent moderator and all evaluators gave their comments and scores on the quality of the submission and responses to the questions. All evaluators expressed that overall, the tender was a good submission from an organisation with the skills and expertise to mobilise and deliver a quality service.
- 2.16 Key to the successful transition from current services to the new model will be the Mobilisation period planned from June to September 2024, ahead of Contract start date 1<sup>st</sup> October. The winning providers submitted robust mobilisation and communications plans as part of their bids which reflected their experience in mobilising contracts of a similar nature. The detailed plans outlined tasks, risks and mitigations. This plan will form the basis of mobilisation meetings in which commissioners will focus on key milestones and considerations identified within the mobilisation plans, including providing assurance of continuity of support for existing Individuals accessing Services.
- 2.17 Overall, the evaluation panel felt that the tender submissions evidenced significant experience of managing and delivering similar services. The submission provided clear evidence of promoting good integrated working and a strong ethos of coproduction alongside significant evidence of establishing relationships with a range of appropriate partners.

### **Equality Implications**

- 2.18 An initial Equalities Impact Assessment (EQIA) was carried out by Commissioners when the project was initiated and has remained live during the project having been refreshed at key milestones during the process.
- 2.19 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** (see *Summary of Requirements below*)

**Was any Councillor consulted?            No**

**If yes:**

(a)    Comments of Executive Member/Committee Chairman (*delete as applicable*)

(b)    Comments of other consultees

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

N/A

6. **I am proceeding with the proposed decision.**

*Signed: Jackie Albery*

*Title: Director of Planning and Resources*

Date: 08/05/2024

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.<sup>ii</sup>

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**Summary of Requirements to Inform/Consult Councillors**

| <b>Significance of Proposed Action</b> | <b>Controversial</b> | <b>Relevant Councillor(s) to be Consulted</b>                                                                                                     |
|----------------------------------------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Technical/Professional/<br>Routine     | No                   | No need to inform or consult councillors                                                                                                          |
| Technical/Professional/<br>Routine     | Yes                  | <b>Executive Functions:</b><br>Consult relevant Lead Executive Member and, where appropriate, Local Councillor<br><b>Non-Executive Functions:</b> |

|                        |     |                                                                                                                                                                                                                |
|------------------------|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                        |     | Relevant Committee Chairman and, where appropriate, Local Councillor                                                                                                                                           |
| Local                  | No  | <b>Executive Functions:</b><br>Inform Lead Executive Member and Local Councillor<br><b>Non-Executive Functions:</b><br>Inform Local Councillor                                                                 |
| Local                  | Yes | <b>Executive Functions:</b><br>Consult Lead Executive Member and Local Councillor<br><b>Non-Executive Functions:</b><br>Consult Local Councillor                                                               |
| General or County-wide | No  | <b>Executive Functions:</b><br>Consult relevant Lead Executive Member (s)<br><b>Non-Executive Functions:</b><br>Consult relevant Committee Chairman                                                            |
| General or County-wide | Yes | <b>Executive Functions:</b><br>Consult relevant Lead Executive Member (s) and the Leader of the Council<br><b>Non-Executive Functions:</b><br>Consult relevant Committee Chairman/Leaders all Political Groups |