

APPENDIX 2 -TENDER EVALUATION GRID

Bidders were asked a series of questions which covered key areas of service delivery with weightings attached to each question.

APPENDIX 2A – QUALITY TENDER EVALUATION GRID

Visram House

		BIDDER WEIGHTED SCORE			
	Weighting of 40%	A1	A2	A3	Lot 4.1
1. The London Borough of Brent is multicultural borough with an increasingly diverse ageing population. As a care and support provider in extra care what challenges do you foresee and how would you plan to manage these to respectfully meet the needs and wishes of tenants	5.00%	3.54%	3.75%	3.33%	B
2. Would you outline your Quality Assurance (QA) process and describe how this influences and highlights service delivery issues both positive and negative? Please provide one example of how your QA process has impacted service delivery and influenced how you manage services?	5.00%	3.33%	3.54%	3.46%	A
3. A key element of the service at Visram House will be the six Re-Ablement and four Step Down units. Would you please explain how you will set this service up to ensure that short term tenants are supported back to high levels of independence and how you will actively support timely hospital discharges. (A staffing structure can be attached to support the question).	4.00%	2.57%	2.25%	3.38%	A&C
4. Brent Extra Care schemes house tenants with multiple needs including tenants with learning disabilities and mental health conditions. Please describe your experience in supporting adults with learning disabilities and mental health issues and how your organisation would up skill your staff to effectively meet needs swiftly after mobilisation.	4.00%	3.08%	3.02%	2.75%	D
5. The Extra Care schemes are designed to be an alternative to residential care for many tenants. How would you manage the planned and unplanned needs of your tenant group and facilitate flexibility? Please give an example of how this currently works in one of your existing services.	4.00%	2.27%	2.17%	2.83%	A

6. What process and procedure's do you have in place in the instance where you believe you are or may need to deprive a resident of their liberty to meet there care and support needs.	4.00%	3.25%	3.18%	3.17%	B
7. Given this is a new scheme with potentially large number of new staff starting with varying degrees of experience. How will you ensure each shift has a balance of experience and skill and they complete the care certificate? Please provide a percentage of how many staff have completed the care certificate within your organisations entire care and support team?	4.00%	3.13%	3.27%	1.67%	D
8. From your experience, please provide three key examples of how you have delivered one or more of the following Social Value benefits: Sustainable improvements Waste and carbon reduction Increased use of Small and Medium Enterprises, particularly within Brent Adoption of ethical practices such as Safety and Hygiene, Working Hours and payment of the London Living Wage.	10.00%	7.08%	6.50%	6.67%	E
Total	40%	28.25	27.68	27.26	