



# Application Guide

Milton Keynes City Council

## Home Care DPS 2024-2025

*Dynamic Purchasing System - Light  
Touch Regime*

MKCC Reference: 2024-311



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## 1.0 Introduction and Background

### 1.1 Introduction to Milton Keynes and its Council.

A product of the new town's movement in 1967, today Milton Keynes is one of Britain's fastest growing places, with a global reputation for smart city projects from delivery robots to electric cars. A thriving urban centre sits alongside market towns and rural areas, with much of the borough connected by grid roads and pedestrian/cycling 'Redways'. Around 35% of MK is green space. Milton Keynes City Council has served as MK's unitary authority since 1997, when it took on services previously delivered by Buckinghamshire County Council. The Council runs more than 250 services from waste collection to highways maintenance. Around two thirds of its £200m budget goes into care and support for vulnerable adults and children. The Council's organisational values are, we are dedicated, we are respectful, and we are collaborative. The work of the Council is described in its Council Plan. The Plan sets out how Milton Keynes Council will deliver our Strategy for 2050, which is our long-term vision for our city and the future, seeking to ensure that everyone in Milton Keynes can lead happy, healthy lives.

### 1.2 Scope of the DPS

Home Care is the provision of person centred, personal care, enabling care and/or other services that are necessary to maintain a Service User's quality of life, enabling them to remain living in their own home and achieve their specified outcomes. Home Care is not about doing things for people in a way that increases dependency, but about supporting people to do things for themselves as far as they are able.

The Service will achieve a primary objective of enabling people in the Milton Keynes community to remain living at home for as long as possible and maintaining an excellent quality of life which meets the Service User's identified outcomes.

Home Care services will be available 365 (366 in leap years) days a year between the core hours of 6.30am and 10.30pm. Providers are required to confirm their flexibility of timing outside of these core hours to reflect a person-centred approach to the provision of night support services.

During the enrolment stage (via the DPS), provider will have an opportunity to select their core hours and flexible hours (overnight). The Council will collaborate with the Provider to ensure continuity of care and that the needs of the Service User are met.

This DPS Application Guidance contains information about the application and admission process. It is important that you read through it before starting your application to ensure that you have all the necessary information including the anticipated timescales for evaluation and admission.

The DPS documents comprise the following documents:

1. Specifications and Terms and Conditions of the Contract
  - QA Information Sheet – Adults Payments Process
  - DPS Supplier Agreement
  - Service Specification (Adults & Children with Disabilities)
  - Contract Management Schedule 12
2. Market Engagement
  - Market Engagement Event (October 2024) and FAQs
  - Enrolment and Accreditation Clarification Log
3. Accreditation Questions and Document Requirement refer to 6.0 Accreditation.
4. MEAT (Enrolment/ Evaluation Questions) including attached Training Matrix 7.0 Enrolment
5. Instructions for Homecare Providers Joining the DPS 2024-2029.

### **1.3 DPS Term**

The DPS is valid from 01/04/2025 until 09/10/2029.

The 60-month DPS is subject to a further 24-month extension, which allows the total DPS to be open for a maximum of 84 months.

## **2.0 Milton Keynes City Council - Application Guide**

Milton Keynes City Council will be working with Access Adam to implement a new system to procure services for Home Care 2024-2029. All providers wishing to join the DPS will need to complete an Accreditation and Enrolment (A&E) on the new system to receive Requirements through SProc.Net.

- This document will cover the following:
  - Registration – applicable for providers new to SProc.Net
  - Adding users
- Adding locations
- Accreditation – information required.
- Enrolment – information required.
- Next steps

## **3.0 General Information**

### **3.1 Key Dates**

This procurement will follow a clear, structured, and transparent process to ensure that all Suppliers are treated equally, fairly and transparently.

The initial “round” for this DPS will be open for at least 30 calendar days.

Following the establishment of the DPS, the DPS will remain open for additional suppliers to apply to join throughout the validity of the DPS.

Key Dates		
Activity	Deadline	Method
Deadline for Suppliers Queries (Initial round)	<b>04/11/2024</b>	Adam Sproc.Net
Deadline for Milton Keynes City Council Response to Supplier Queries (Initial round)	<b>11/11/2024</b>	Adam Sproc.Net
Initial round DPS application submission Deadline	<b>21/03/2025</b>	Adam Sproc.Net
Notification of Outcome for Initial Round (Anticipated)	<b>16/04/2025</b>	Adam Sproc.Net
DPS Commencement Date	<b>22/04/2025</b>	N/A

### 3.2. Clarifications During Application to be admitted onto DPS

Any clarifications relating to application to be admitted onto this DPS must be submitted through the correspondence function of ADAM Sproc.net.

The Council will respond to all clarifications as soon as possible by publishing a clarification log to all suppliers. If a Supplier wishes the Council to treat a clarification as confidential and not issue the response to all Suppliers, it must state this when submitting the clarification, if in the opinion of the Council, the clarification is not confidential, the Council will inform the Supplier and it will have an opportunity to withdraw it. If the clarification is not withdrawn, the response will be issued to all Suppliers.

The deadline for receipt of clarifications relating to the initial application for admission onto the DPS is set out in paragraph 3.1 above.

Suppliers are advised not to rely on communications from the Council in respect of this procurement or DPS unless they are made in accordance with these instructions.

### **3.3. Clarifications about a Supplier's Application**

The Council reserves the right (but is not obliged) to seek clarification of any aspect of a Supplier's application during the evaluation phase of the Accreditation and Enrolment questions where necessary for the purposes of carrying out a fair evaluation. Suppliers are asked to respond to such requests promptly and no later than any timescales given in the clarification communication. Any clarification response which does not adhere to this requirement will not be taken into account in evaluating the application.

### **3.4. Warnings and Disclaimers**

While the information contained in this DPS Guidance is believed to be correct at the time of issue, the Council, will not accept any liability for its accuracy, adequacy or completeness, nor will any express or implied warranty be given. This exclusion extends to liability in relation to any statement, opinion or conclusion contained in or any omission from, this Supplier Application Guidance and in respect of any other written or oral communication transmitted (or otherwise made available) to any Supplier. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of the Council.

The Council does not commit to enter into a DPS Agreement with any supplier as a result of this procurement.

The Council does not guarantee that any suppliers admitted onto the DPS will obtain call-off contracts from the Council.

The Supplier shall bear its own costs for applying to be admitted onto the DPS and any costs for participating in the DPS during its validity. The Council shall not be liable for any such costs including in the event that the DPS is terminated early or the procurement for the DPS is abandoned by the Council.

### **3.5. Confidentiality and Freedom of Information**

This Supplier Application Guide and all other DPS documents are made available on condition that their contents are kept confidential by the Supplier and that it is not copied, reproduced, distributed or passed to any other person at any time, except for the purpose of enabling the Supplier to submit an application and take part in the DPS.

As a public body, the Council is subject to the provisions of the Freedom of Information Act 2000 (FOIA) in respect of information it holds (including third-party information). Any member of the public or other interested party may make a request for information.

Suppliers should be aware that, in compliance with its transparency obligations, the Council routinely publishes details of its contract(s), including the contract values and the identities

of its suppliers on its website without consulting. By submitting an application to join the DPS, Suppliers are consenting to the same.

The Council shall treat all Suppliers' responses as confidential during the procurement process. Requests for information received following the procurement process shall be considered on a case-by-case basis, applying the principles of FOIA, which permits certain information to be withheld, for example where disclosure would be prejudicial to a party's commercial interests, and in accordance with the Council's transparency obligations.

Therefore, Suppliers are responsible for ensuring that any information it considers confidential or commercially sensitive information, has been clearly identified to the Council.

### **3.6. Publicity**

No publicity regarding this procurement or the award of any contract, including to media outlets, under the DPS is permitted unless the Council has given express written consent for the relevant communication. The word 'media' includes, without limitation, radio, television, other broadcast media, newspapers or other print media, trade and specialist press, the Internet and e-mail accessible by the public at large and the representatives of such media.

### **3.7. Supplier conduct and conflicts of interest**

Any attempt by a Supplier or their advisors to influence the procurement process in any way may result in the Supplier being disqualified. Specifically, Suppliers shall not directly or indirectly at any time:

- Devise or amend the content of their application/tender in accordance with any agreement or arrangement with any other person, other than in good faith with a person who is a proposed partner, supplier, consortium member or provider of finance.
- Offer to pay any sum of money or valuable consideration to any person to effect changes to the form or content of any other tender.
- Enter into any agreement or arrangement with any other person that has the effect of prohibiting or excluding that person from submitting an application for the DPS.
- Canvass the Council or any employees or members of the Council in relation to this procurement.
- Attempt to obtain information from any of the employees or agents of the Council or their advisors concerning another Supplier.

Suppliers are responsible for ensuring that no conflicts of interest exist between the Supplier and its advisers, and the Council. Any Supplier who fails to comply with this requirement may be disqualified from the procurement at the discretion of the Council.

### **3.8. Council's Rights**

The Council reserves the right to:

- Waive or change the requirements of this DPS from time to time without prior (or any) notice being given by the Council.
- Seek clarification or documents in respect of a Supplier's submission.
- Disqualify any Supplier that does not submit a compliant application in accordance with this Supplier Application Guidance and other DPS documents.
- Disqualify any Supplier that is responsible for any serious misrepresentation in relation to its application, the supplier selection (SQ) or any subsequent tender process and the Council shall have the right to remove/exclude such a Supplier from the DPS by written notice effective immediately or on a date stated by the Council.
- Remove/exclude any Supplier from the DPS who commits a serious or persistent default under the DPS Agreement or serious or persistent default of any of call off contract/s by written notice effective immediately or on a date stated by the Council.
- Abandon the procurement of this DPS at any time, or to re-invite application on the same or any alternative basis.
- Not enter into any DPS Agreement as a result of this procurement process. Make whatever changes it sees fit to the timetable, structure or content of the procurement process.

### **3.9. Adam Sproc.Net Portal**

All portal related queries regarding access to, completion and submission of the procurement documents must be directed to the Portal Helpdesk using the following contact details:

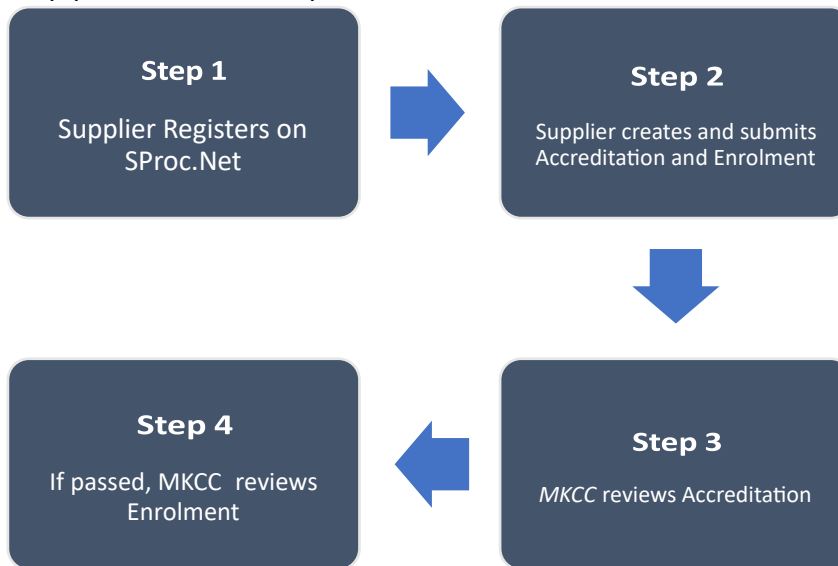
E-mail: [support@useadam.co.uk](mailto:support@useadam.co.uk)

Applications must be submitted via, Adam Sproc.net.



## 4.0 How to join SProc.Net

The step-by-step process to be completed online is as follows:



Please note that if either the Accreditation or the Enrolment is failed, the provider will receive feedback from Milton Keynes via the ADAM.SProc messaging system so amendments can be made (where possible). Equally if the Enrolment is Rejected by Milton Keynes City Council via the ADAM.SProc messaging system, the provider will receive feedback, scorings, and rejection letter. Typically, the cycle of these steps will take a maximum of 21 working days.

Providers who are rejected during the enrolment process will not be able to re-enrol onto the DPS immediately.

- Re-enrolment can only take place one year after the initial rejection, the Council will accept new providers on the DPS depending on the Council's needs analysis and demand.
- Please ensure all necessary requirements are thoroughly met before attempting to enrol again after the one-year period.

## 5.0 Registration

### 5.1 Register

You must register your business on the system (<https://www.sproc.net>). If your business is part of a larger parent group, then head office should register on SProc.Net. The below shows what is required:

- Business name
- Registered trading name (if different from the above)
- Business tax/VAT number

- Charity registration number (charities only)
- Company registration number (companies only)
- SME status
- Registered business address (Address line 1, City, Postcode etc.)
- Telephone number
- Email address

## 5.2 Add a system user

Once the company details have been filled in, you will be taken to a page to create a system User for head office which will require the following:

- First name
- Last name
- Job title
- Email address

Once the above fields have been completed and the first User has been created, they will receive a username and temporary password. Upon logging into SProc.Net the User will be prompted to change their password. The User will have the ability to create other Users for their organisation.

## 5.3 Add a location

If your organisation has multiple locations or offices, it is possible to add these additional locations once the company has been registered.

To add a location, go to the Admin tab > My Company > Locations > New, and then follow the steps to fill in the details for the location. This will include:

- Location display name
- Address

## 6.0 Accreditation

The Accreditation and Enrolment are the two phases of the application criteria to join the system. The tables below show the questions which the Provider will have to respond to.

### 6.1. Accreditation

To start a new Accreditation, you will need to select the following:

Client: Milton Keynes City Council

Category: Home Care 2024-2029

This table shows the questions which will need to be completed as part of your Accreditation.

Q	Company Information	Trigger
1	Name (if registered, please give the registered name)	
2	Registered address (if applicable) or head office address	
3	Registered website address (if applicable)	
4	Trading status a) - public limited company b) - private limited company c) - limited liability partnership d) - other partnership e) - sole trader f) - third sector g) - other (please specify your trading status)	
5	If Other, please specify the legal entity type of your organisation	4 (Other)
6	Date of registration (if applicable) or date of formation.	
7	Registration number (company, partnership, charity, etc if applicable).	
8	Head office DUNS Number	
9	Registered VAT number.	
10	Are you registered with the appropriate professional or trade register(s) specified for this procurement in the country where your organisation is established?	
11	If you responded yes to 10, please provide the relevant details, including the name of the register and registration number(s), and if evidence of registration is available electronically, please provide - the website address, - issuing body - reference number.	10 (Yes)
12	For procurements for services only, is it a legal requirement in the country where you are established for you to: a) possess a particular authorisation, or b) be a member of a particular organisation, to provide the requirements specified in this procurement?	
13	If you responded yes to 12, please provide additional details of what is required, confirmation that you have complied with this and, if evidence of compliance is available electronically, please give the website address, issuing body and reference number.	12 (Yes)

14	<p>Relevant classifications (state whether you fall within one of these, and if so which one)</p> <p>a) Voluntary Community Social Enterprise (VCSE).  b) Sheltered Workshop.  c) Public service mutual.</p>	
15	<p>Are you a Small, Medium or Micro Enterprise (SME)? See definition of SME <a href="https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en">https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en</a></p>	
16	<p>Details of Persons with Significant Control (PSC), where appropriate:</p> <ul style="list-style-type: none"> <li>- Name</li> <li>- Date of birth</li> <li>- Nationality</li> <li>- Country, state or part of the UK where the PSC usually lives - Service address</li> <li>- The date he or she became a PSC in relation to the company; - Which conditions for being a PSC are met: <ul style="list-style-type: none"> <li>- Over 25% up to (and including) 50%</li> <li>- More than 50% and less than 75%</li> <li>- 75% or more</li> </ul> </li> </ul> <p>(Please enter N/A if not applicable)</p>	
17	<p>Details of your immediate parent company:</p> <ul style="list-style-type: none"> <li>- Full name of immediate parent company,</li> <li>- Registered or head office address,</li> <li>- Registration number (if applicable),</li> <li>- VAT number (if applicable),</li> </ul> <p>Please enter N/A if not applicable)</p>	
18	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> <li>- Full name of the ultimate parent company</li> <li>- Registered office address (if applicable)</li> <li>- Registration number (if applicable)</li> <li>- Head office DUNS number (if applicable) - Head office VAT number (if applicable) (Please enter N/A if not applicable).</li> </ul>	
19	<p>Are you bidding as the lead contact for a group of economic operators?</p>	
20	<p>Please indicate if you are bidding as a single supplier or as part of a group or consortium?</p>	

21	<p>If you are proposing to use subcontractors/a supply chain, please provide the details for each one.</p> <ul style="list-style-type: none"> <li>- Name</li> <li>- Registration number</li> <li>- Registered or head office address,</li> <li>- Trading status</li> <li>a. Public limited company</li> <li>b. Private limited company</li> <li>c. Limited liability partnership</li> <li>d. Other partnership</li> <li>e. Sole trader</li> <li>f. Third sector</li> <li>g. Other (please specify your trading status) <ul style="list-style-type: none"> <li>- Registered VAT number</li> <li>- SME (Yes/No)</li> <li>- The role each subcontractor will take in providing the works and /or supplies e.g. key deliverables - if known</li> <li>- The approximate % of contractual obligations assigned to each subcontractor, if known</li> <li>- Is the subcontractor being relied upon to meet the selection criteria (i.e. are you relying on the subcontractor for economic and technical standing and/or technical and professional ability?) and, if so, which criteria are you relying on them for?</li> </ul> </li> </ul>	20 (Group or Consortium)
22	<p>Are you or, if applicable, the group of economic operators proposing to use subcontractors?</p>	
23	<p>If you are proposing to use subcontractors/a supply chain, please provide the details for each one.</p> <ul style="list-style-type: none"> <li>- Name</li> <li>- Registration number</li> <li>- Registered or head office address,</li> <li>- Trading status</li> <li>a. Public limited company</li> <li>b. Private limited company</li> <li>c. Limited liability partnership</li> <li>d. Other partnership</li> <li>e. Sole trader</li> <li>f. Third sector</li> <li>g. Other (please specify your trading status) <ul style="list-style-type: none"> <li>- Registered VAT number</li> <li>- SME (Yes/No)</li> <li>- The role each subcontractor will take in providing the works and /or supplies e.g. key deliverables - if known</li> <li>- The approximate % of contractual obligations assigned to each subcontractor, if known</li> <li>- Is the subcontractor being relied upon to meet the selection criteria (i.e. are you relying on the subcontractor for economic and technical standing and/or technical and professional ability?) and, if so, which criteria are you relying on them for?</li> </ul> </li> </ul>	22 (Yes)

24	<p>Within the past five years, anywhere in the world, have you or any person who:</p> <ul style="list-style-type: none"> <li>- is a member of the supplier's administrative, management or supervisory body or</li> <li>- has powers of representation, decision or control in the supplier,</li> <li>- been convicted of any of the offences within the summary below and listed in full in Annex D?</li> </ul> <p>1 - Participation in a criminal organisation.</p>	
25	2 - Corruption.	
26	3 - Terrorist offences or offences linked to terrorist activities.	
27	4 - Money laundering or terrorist financing.	
28	5 - Child labour and other forms of trafficking in human beings.	
29	6 - Any other offence within the meaning of Article 57(1) of the Directive as defined by the law of any jurisdiction outside England, Wales or Northern Ireland.	
30	7 - Any other offence within the meaning of Article 57(1) of the Directive created after 26th February 2015 in England, Wales or Northern Ireland.	
31	<p>If you have answered yes to any questions 24 - 30, please provide further details, including:</p> <ul style="list-style-type: none"> <li>- date of conviction and the jurisdiction,</li> <li>- which of the grounds listed the conviction was for,</li> <li>- the reasons for conviction,</li> <li>- the identity of who has been convicted.</li> </ul> <p>If the relevant documentation is available electronically please provide:</p> <ul style="list-style-type: none"> <li>- the web address,</li> <li>- issuing authority,</li> <li>- precise reference of the documents</li> </ul>	
32	If you have answered yes to any part of the question above please explain what measures have been taken to demonstrate your reliability despite the existence of relevant grounds for exclusion. (Self cleaning).	
33	<p>Please confirm that you have met all your obligations relating to the payment of taxes and social security contributions, both in the country in which you are established and in the UK.</p> <p>If documentation is available electronically please provide:</p> <ul style="list-style-type: none"> <li>- the web address,</li> <li>- issuing authority,</li> <li>- precise reference of the documents</li> </ul>	

34	<p>If you have answered no to 33 please provide further details including the following:</p> <ul style="list-style-type: none"> <li>- Country concerned,</li> <li>- what is the amount concerned</li> <li>- how the breach was established, i.e. through a judicial or administrative decision or by other means.</li> <li>- if the breach has been established through a judicial or administrative decision please provide the date of the decision,</li> <li>- if the breach has been established by other means please specify the means</li> </ul>	33 (Yes)
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35	<p>Please also confirm whether 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.</p> <p>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.</p>	
36	<p>Within the past three years, anywhere in the world, have any of the situations summarised below and listed in full in Annex D applied to you?</p> <p>1 - Breach of environmental obligations? To note that environmental law obligations include Health and Safety obligations. See Annex D.</p>	
37	2 - Breach of social law obligations?	
38	3 - Breach of labour law obligations?	
39	4 - Bankruptcy or subject of insolvency?	
40	5 - Guilty of grave professional misconduct?	
41	6 - Distortion of competition?	
42	7 - Conflict of interest?	
43	8 - Been involved in the preparation of the procurement procedure?	
44	9 - Prior performance issues?	

45	<p>If you have answered yes to any questions 36 - 44 please provide further details, including;</p> <p>1 - date of conviction and the jurisdiction</p> <p>2 - which of the grounds listed the conviction was for</p> <p>3 - the reasons for conviction</p> <p>4 - the identity of who has been convicted</p> <p>Please explain what measures have been taken to demonstrate your reliability despite the existence of relevant grounds for exclusion (Self cleaning)</p>	
46	<p>Do any of the following statements apply to you?:</p> <p>You have been 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.</p>	
47	You have withheld such information.	
48	You are not able, without delay, to submit documents if/when required under Regulation 59.	
49	You have undertaken to unduly influence the decision-making process of the contracting authority to obtain confidential information that may confer upon you undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award.	
50	<p>You are a relevant commercial organisation subject to Section 54 of the Modern Slavery Act 2015 if you carry on your business, or part of your business in the UK, supplying goods or services and you have an annual turnover of at least £36 million.</p> <p>If you are a relevant commercial organisation please -</p> <ul style="list-style-type: none"> <li>- confirm that you have published a statement as required by Section 54 of the Modern Slavery Act.</li> <li>- confirm that the statement complies with the requirements of Section 54.</li> </ul>	
51	If you have answered YES to any of the questions 46 - 49, or NO to question 50, please explain what measures have been taken to demonstrate your reliability despite the existence of a relevant ground for exclusion. (Self cleaning)	
52	Is documentary evidence of economic and financial standing available electronically (e.g. financial statements filed with Companies House – please note, they must include BOTH balance sheet and profit and loss statements)?	
53	<p>If documentary evidence of economic and financial standing is available electronically (e.g. financial statements filed with Companies House), please provide:</p> <ul style="list-style-type: none"> <li>- the web address</li> <li>- issuing authority</li> <li>- precise reference of the documents</li> </ul>	52 (Yes)



54	<p>If documentary evidence of economic and financial standing is not available electronically, please provide a copy of your detailed accounts for the last three years (audited if required by law).</p> <p>Also, for any other person or entity on whom you are relying to meet the selection criteria relating to economic and financial standing, please provide a copy of their detailed accounts for the last three years (audited if required by law).</p>	52 (No)
55	<p>If no, can you provide one of the following: answer with Y/N in the relevant box. Please confirm that you have uploaded a copy of your audited accounts for the last two years?</p>	54 (No)
56	<p>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</p>	55 (No)
57	<p>A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.</p>	56 (No)
58	<p>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).</p>	57 (No)
59	<p>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.</p>	
60	<p>Where you are relying on another member of your bidding group/consortium or any subcontractors or other security in order to meet the selection criteria relating to economic and financial standing, please confirm that the relevant person or entity is willing to provide a guarantee or other security if required</p>	
61	<p>Are you able to provide three relevant experience and contract examples: Name of customer organisation who signed the contract Point of contact in the customer's organisation. Position in the customer's organisation E-mail address Description of contract. Contract Start date. Contract completion date. Estimated contract value</p>	

62	If you cannot provide at least one example for question 61, in no more than [500] words please provide an explanation for this and how you meet the selection criteria relating to technical and professional ability e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.	61 (No)
63	Where you intend to subcontract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your subcontractor(s). The description 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 and whether you are a signatory of the UK Prompt Payment Code (or have given commitments under other equivalent schemes).	
64	Are you registering to supply Home Care for Adults?	
65	Please confirm your local office address is within the Milton Keynes City Council Postcode. Under Section 5.12 (Adults) of the Specification - Providers are required to fully operate all services from a CQC registered office within locations identified above.	64 (Yes)
66	Are you registering to supply Home Care for Children?	
67	Please confirm your local office address is within the 30 miles radius of the main council office in central Milton Keynes (MK9 3EJ).  Under Section 5.16 (Children) of the Specification - Providers are required to fully operate all services from a CQC registered office within locations identified above.	66 (Yes)
68	Please confirm your latest CQC inspection date	
69	Please confirm that you were rated as good or outstanding overall not necessarily in each domain? CQC Status: Please note, this is for your local office and must be a 'good' or 'outstanding' to be accepted. (MKCC requirement not CQC). Where the existing provider's CQC report is requires improvement, it will be at the council's discretion to use the council's quality and compliance report (PAMMs) to determine the risk and to consider whether to approve the provider or not.	
70	Please confirm you have and uploaded your updated Business Continuity Plan?	

71	<p>Please confirm you have uploaded all the required levels of insurance cover indicated below:</p> <p>Employer’s (Compulsory) Liability Insurance = £5,000,000</p> <p>There is a legal requirement for certain employers to hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. See the Health and Safety Executive website for more information:  <a href="http://www.hse.gov.uk/pubns/hse39.pdf">http://www.hse.gov.uk/pubns/hse39.pdf</a></p>	
72	<p>Please confirm you have uploaded all the required levels of insurance cover indicated below:</p> <p>Public Liability Insurance = £5,000,000</p>	
73	<p>Please confirm you have uploaded all the required levels of insurance cover indicated below:</p> <p>Professional Indemnity Insurance = £2,000,000</p>	
74	<p>Please confirm you have uploaded all the required levels of insurance cover indicated below:</p> <p>Product Liability Insurance = £5,000,000</p>	
75	<p>Please confirm that your organisation is an accredited Real Living Wage Foundation employer and pay your staff the Real Living Wage rate and uplift pay in line with the current Living Wage Foundation rate?</p>	
76	<p>If, No. Please confirm below that your organisation commitments to paying your staff the Living Wage Foundation rate and uplift pay in line with the current Living Wage Foundation rate</p>	75 (No)
77	<p>Please confirm that you have in place, or that you will have in place by contract award, the human and technical resources to perform the contract to ensure compliance with the UK General Data Protection Regulations and to ensure the protection of the rights of data subjects.</p> <p>Please Note: MKCC will require to review the processes and documents during the Quality compliance meetings.</p>	
78	<p>Please confirm that your organisation has a Health and Safety Policy that complies with current legislative requirements.</p>	

79	<p>I declare that to the best of my knowledge the answers submitted and information contained in this complete document are correct and accurate, including parts 1, 2 and part 3.</p> <p>I declare that, upon request and without delay I will provide the certificates and/or documentary evidence referred to in this document except where this documentation can be accessed by the contracting authority via a national database free of charge or the contracting authority already possesses the documentation.</p> <p>I understand that the information will be used in the selection process to assess my suitability to participate further in this procurement.</p> <p>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.</p> <p>I am aware of the consequences of serious misrepresentation.</p>	
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80	<p>Contact details of those making the declaration</p> <p>Contact name:</p> <p>Name of organisation:</p> <p>Role in organisation:</p> <p>Phone number:</p> <p>E-mail address: Postal address:</p>	
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Accreditation Documents		
1	Declaration Statement	Click on the document to open it and read. Return to the Accreditation and tick the corresponding boxes to electronically sign this document. 'I agree to the terms of the document' 'I am authorised to agree'
2	Payment Agreement Form	If you have answered Yes to question 64, please complete and upload the Payment Agreement Form
3	Self-Bill	If you have answered Yes to question 66, please complete and upload the Self-Bill document
4	Business Continuity Plan	As requested in question 70, please upload your Business Continuity Plan
5	Signed Contract Document	Download, sign and reupload a copy of the Contract.
6	Employers Liability Insurance	As requested in question 71, please upload Employers Liability Insurance of min £5,000,000
7	Public Liability Insurance	As requested in question 72, please upload Public Liability Insurance of min £5,000,000
8	Professional Liability Insurance	As requested in question 73, please upload Professional Indemnity Insurance of min £2,000,000

9	Product Liability Insurance	As requested in question 74, please upload Professional Indemnity Insurance of min £5,000,000
10	Financial Documentation	If you have answered No to question 52, please upload documents as requested in questions 54-58
11	Service Provider CQC Registration Certificate	Please upload a copy of the Service Provider Certificate, NOT the Registered Manager Certificate. Pages must be uploaded to show both the Provider ID and the Location ID of the location that is being enrolled.
12	Service Provider Latest CQC Inspection Report	Please upload a copy of your latest CQC inspection report. If you have not been inspected yet, you aren't eligible to join this DPS.
13	Contract Examples	If you have answered Yes to question 61, please complete and upload the Contract Examples document

## 7.0 Enrolment

### 7.1. Enrolment Questions

Once the Accreditation is complete, the Enrolment can be started immediately. You do not have to wait for the Accreditation to be approved, however your Enrolment can only be reviewed by MKCC after you have an Approved Accreditation.

This table shows the questions which will need to be completed as part of your Enrolment. If the question is not applicable to your organisation you must insert N/A.

Q	Company information	Trigger
1	Are you registering to supply Home Care for Adults?	
2	Are you registering to supply Home Care for Children?	
3	Please confirm your core hours and flexible hours (overnight) are as per the specification: - core hours of 6.30am and 10.30pm - flexible hours 10.30pm and 6.30am	

Enrolment Documents		
1	Enrol Qn. All 50%	Please download the quality questions, complete and reupload for review.
2	Enrolment Qn. Adults 50%	If you have answered Yes to question 1, please download the Adults quality questions, complete and reupload for review.
3	Enrolment Qn. Children 50%	If you have answered Yes to question 2, please download the Children quality questions, complete and reupload for review.

4	Training Matrix	Please upload your training matrix
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The Award Criteria are for admission to the DPS is:

**100% Quality.**

Scores are arrived at following the application of the Evaluation Criteria set out below to the tenderer's application. The tenderers are ranked on the total score achieved with the highest total score being ranked first.

All tenderers shall provide information, which demonstrates their understanding of, and ability to meet the specification.

To ensure that tenders are evaluated on a consistent basis it is essential that responses are made to all the requirements listed in the evaluation criteria within this document and are clearly numbered (using the numbering scheme given in sections 7.1.1, 7.1.2 and 7.1.3, and referenced to the specific evaluation criteria. Tenderers are required to give clear, concise answers to the questions. Answers should not be cross-referenced (except where expressly requested) but should be self-contained. The tenderers are required to provide a full answer covering all information requested for each question and provide supporting information, if any, in the format requested.

The tenderer shall note when preparing its response that the Council cannot assess the submission using any information not supplied by the tenderer in response to this process. The tenderer shall not assume that the Council will be supplementing the content of the tenderer's submission with any information that may already be in the Council's possession, except where the Council has stated they will be using information in the public domain.

Each tenderer should note when preparing its response that the Council shall not evaluate the tender submission using any information supplied by the tenderer outside of this procurement process. Unclear tenders may be discounted in evaluation and may, at the Council's discretion, be taken as a rejection by the tenderer of the terms set out in the application guide. The Council reserves the rights to seek clarification.

The tender evaluation model showing the evaluation criteria and the maximum scores attributable to them is set out below.

The quality evaluation of bids will utilise the award criteria and weightings as demonstrated below in response to the questions as posed.

Adults Home Care	
Criteria	Weighting

Enrolment Questions for All (Both Adults and Children’s Home Care)	<b>50%</b>
Enrolment Questions for Adults Home Care	<b>50%</b>
<b>Total</b>	<b>100%</b>

<b>Children’s Home Care</b>	
<b>Criteria</b>	<b>Weighting</b>
Enrolment Questions for All (Both Adults and Children’s Home Care)	<b>50%</b>
Enrolment Questions for Children’s Home Care	<b>50%</b>
<b>Total</b>	<b>100%</b>

Where clearly stated in the evaluation criteria the response must be submitted in accordance with the word/page limits specified for each question. Tenderers should be aware that the page/word limits are a maximum and tenderers are encouraged to be concise and efficient in their responses whilst fully addressing the questions. **Responses must be submitted using the quality questionnaire unless specified in the question.** Responses are in size 12 Calibri font with single spacing and with margins fixed at 1.5cm top, bottom and sides. Any plans, diagrams and drawings should be legible and relevant and will form part of the word/page limit.

If you are bidding for Adults Home Care only you need to complete enrolment questions for All and Enrolment questions for Adults Home Care, if you are bidding for Children’s Home Care only, you only need to complete enrolment questions for All and Enrolment questions for Children , and if you are bidding for both adults and children’s home care please complete all 3 sets of enrolment questions.

**7.1.1 Enrolment Questions for All (Both Adults and Children’s Home Care):**

<b>Level 1 Criteria</b>	<b>Level 1 Weighting</b>	<b>Level 2 Criteria</b>	<b>Question Weighting</b>
<b>Enrolment Questions for All (Both Adults and Children)</b>	<b>50%</b>	Ethical Care Charter  Please describe how you deliver in practice the Ethical Care Charter in current contracts. How will this be applied to working with MKCC?  <i>Under section 1.2 of the specifications providers will ensure without limitation the terms upon which</i>	<b>5%</b>

	<p><i>they engage with their staff reflect the provisions of the Unison Ethical Care Charter.</i></p> <p><i>Up to 450 words</i></p>	
	<p><b>1.2 Safeguarding</b></p> <p>Please describe how all employees involved in direct delivery of services understand and recognise issues relating to the safeguarding of vulnerable adults and children in line with legislative and best practice requirements. (Describe your safeguarding processes, including training, reporting, etc.)</p> <p><a href="#"><u>Milton Keynes Council Safeguarding Children and Adults Corporate Policy Statement   Milton Keynes City Council</u></a></p> <p><i>Up to 500 words</i></p>	10%
	<p><b>1.3 Safer Recruitment</b></p> <p>Please describe your safer recruitment process demonstrating how your organisation ensures that all staff who are employed (including agency workers who are utilised) have been assessed to be suitable to work with vulnerable adults and children.</p> <p><i>This will include as a minimum how your organisation ensures that renewals are undertaken every three years or as per current legislation.</i></p> <p><i>Up to 400 words</i></p>	10%
	<p><b>1.4 Health and Safety</b></p> <p>Please outline how your organisation addresses Health and Safety processes and procedures that complies with current home care legislative requirements.</p> <p><i>How will you ensure people receiving services and staff are safe? In your answer you should address the key points in the specification: Moving and</i></p>	10%



	<p><i>handling, Dealing with challenging behaviour, Equipment safety, Hot water and hot surfaces, Bedrail entrapment, Slips and trips, Lone working, First aid</i></p> <p><i>Up to 500 words</i></p>	
	<p>1.5 GDPR</p> <p>Please describe how you comply with the current data protection legislation and how this feeds into your organisational processes?</p> <p><i>Up to 400 words</i></p>	5%
	<p>1.6 Equality, Diversity and Inclusion</p> <p>Please outline how you ensure equality, diversity and inclusion within the organisation, and how this is demonstrated within service delivery without unconscious bias.</p> <p><i>Up to 600 words, weighting 15%</i></p>	15%
	<p>1.7 Quality 1</p> <p>Good communication and high standards of customer care are crucial for Milton Keynes City Council. Reflecting on your organisation experience, please describe how you provide timely responses to queries from council representatives, service users and their families including requests to reschedule care calls.</p> <p><i>Up to 400 words</i></p>	15%
	<p>1.8 Quality 2</p> <p>Please tell us which electronic call monitoring system you have in place and how you manage your electronic call monitoring system to ensure continuation of care and support is delivered to clients in relation to the agreed call times and durations?</p> <p><i>Up to 250 words</i></p>	10%
	<p>1.9 Quality 3</p>	15%

		<p>Given that some visits may be time-critical, please set out the actions you would take if that plan failed, for example, the relevant member of staff called in sick, on the day, was significantly delayed or was unable to gain access to client's home.</p> <p><i>Up to 400 words</i></p>	
		<p>1.10 Social Value</p> <p>What additional social value, to include collaborative working, environmental consideration, and supportive communities, will you bring to the local community?</p> <p><i>Up 300 words</i></p>	5%
<b>Total</b>	<b>50%</b>		<b>100%</b>

### 7.1.2 Enrolment Questions for Adults Home Care:

Level 1 Criteria	Level 1 Weighting	Level 2 Criteria	Question Weighting
<b>Enrolment Questions for Adults Home Care</b>	<b>50%</b>	<p>2.1 Quality</p> <p>In the 2 scenarios below, please describe how the services you deliver to individuals are person centred, outcome focused and promote independent living.</p> <p>Scenario 1 - Hospital Referral In the scenario of a service user who was previously independent in performing daily household tasks but now requires four daily homecare visit post-hospital discharge to support them with personal care, medication, and dietary needs. How would you proactively ensure that the care provided is centred around the service user's individual preferences and needs, while also ensuring that their desired outcomes are achieved?</p> <p>Scenario 2 - Loneliness</p>	25%

	<p>In the scenario of a service user who lives alone without direct family members or friends that requires 3 visits daily and 2 social visits weekly, how would you proactively provide care and support that promotes their independence while also ensuring a personalized approach that respects their individual preferences and needs?.</p> <p><i>Up to 1000 words</i></p>	
	<p>2.2 Quality</p> <p>Please outline what assurances, measures or protocols does your organisation have in place to ensure that all new care referrals are read thoroughly, understood, and that your service can meet the needs of the individual before bidding for the work?</p> <p><i>Up to 450 words</i></p>	10%
	<p>2.3 Quality</p> <p>Please outline your experience of supporting service users in their communities, outside of their homes and what measures you take to care and support the individuals.</p> <p><i>Up to 400 words</i></p>	10%
	<p>2.4 Quality</p> <p>Please describe your experience in delivering person centred personal care with Dignity in an enabling manner.</p> <p><i>Up to 400 words</i></p>	15%
	<p>2.5 Quality</p> <p>Please describe how you promoted your service users Health, Wellbeing and quality of their life.</p> <p><i>Up to 350 words</i></p>	10%
	<p>2.6 Training and Development</p>	15%

		<p>Please outline any continued training and development processes and opportunities provided to ensure continued quality care. Outline your organisation relevant training)</p> <p><i>Please attach a copy of your training matrix, including training for our core service user groups (Dementia, Mental Health, End of Life).</i></p> <p><i>Up to 400 words</i></p>	
		<p>2.7 Quality</p> <p>Please set out actions you would take, if a member of staff was unable to gain access to a client's home or if the client was not home at time of the call.</p> <p><i>Up to 300 words</i></p>	15%
<b>Total</b>	<b>50%</b>		<b>100%</b>

### 7.1.3 Enrolment Questions for Children's Home Care:

Level 1 Criteria	Level 1 Weighting	Level 2 Criteria	Question Weighting
<b>Enrolment Questions for Childrens Home Care</b>	<b>50%</b>	<p>3.1 Quality</p> <p>Please describe your experience and skills for caring and supporting children/ young people with:</p> <ul style="list-style-type: none"> <li>i) Challenging behaviours</li> <li>ii) Complex medical needs</li> </ul> <p><i>Up to 500 words</i></p>	20%
		<p>3.2 Outcomes</p> <p>Please describe your service model used to support and meet children's/ young people's outcomes that are identified in the care and support plan?</p> <p><i>Up 250 words</i></p>	15%
		<p>3.3 Safeguarding</p>	10%

		<p>Please describe your understanding of Local Authority Designated Officer (LADO)?</p> <p><i>Up to 300 words</i></p>	
		<p><b>3.4 Quality</b></p> <p>Please outline 1 case study of where you have promoted independent skills for a child/ young person when delivering your care and support role?</p> <p><i>Up to 400 words</i></p>	20%
		<p><b>3.5 Quality</b></p> <p>Please describe how you handle situations, where the family member(s) of the child you are supporting and caring for are unavailable or difficult to reach after completing your caring duties?</p> <p><i>Up to 300 words</i></p>	20%
		<p><b>3.6 Training and Development</b></p> <p>Please outline any continued training and development processes and opportunities provided to ensure continued quality care. Outline your organisation relevant training)</p> <p>Please attach a copy of your training matrix, including training for our core service user groups (Challenging Behaviour, Medical needs, Learning Disability, Autism and Mental Health).</p> <p><i>Up to 400 words</i></p>	15%
<b>Total</b>	<b>50%</b>		<b>100%</b>

## 7.2. Enrolment Evaluation and Scoring

All tenders will be assessed against the questions above. The evaluation panel will be made up from at least 2 of the below:

- Commissioning Officer for Adults

- Commissioning Officer for Children
- Quality and Compliance Manager
- Children with Disabilities Team Manager
- Service Manager (Access, Older People's Assessment, Review and DoLS)

The following criteria shall be used when evaluation the enrolment criteria submissions:

Score	Definition
0	Response does not meet requirements, or no response is provided.
1	Response partially meets requirements but contains significant weaknesses, issues or omissions.
2	Response meets requirements to an acceptable standard but contains some weaknesses, issues or omissions.
3	Response meets requirements to a high standard. Robust and detailed in all respects.

All questions will be scored against the definitions showed in the table above.

Responses may score any whole numbers as per the scoring table.

To ensure the relative importance of the evaluation criteria are correctly reflected in the overall scores, the weighting criteria shown at 7.1 above will be applied. The score for each evaluation sub-criteria will be divided by maximum marks available for the question and multiplied by the sub weighting (%) of the question, to provide a weighted score (%) for that question.

For example, if the sub weighting for the question is 20%, the maximum marks available are 3 and the tenderer is marked a '2', their weighted score (%) for that question will be:  
 $2/3 \times 20 = 13.33\%$

The weighted scores of quality questions will be added to give a total weighted score for the Level 2 criteria of the quality requirements.

The weighted quality score will then be converted into the Level 1 criteria score using the following calculation:

Level 1 section quality score = (Sum of questions weighted quality score/maximum total Level 2 weighted quality score) x Level 1 section weightage

The sum of weighted quality scores of all sections within Level 1 will then be converted into the quality weighted score using the following calculation:

Quality weighted score = (Sum of level 1 weighted quality scores/maximum total Level 1 weighted quality score) \*Quality weighting

A moderation meeting will be held where all scores relating to quality criteria will be moderated accordingly.

**A minimum quality threshold of 2 must be scored for each question for a bidder to be successful in being accepted onto the Home Care DPS. If a minimum score of 2 for each question is not scored your application will be rejected.**

### 7.3. Re-Enrolment after Rejection

Providers who are rejected during the enrolment process will not be able to re-enrol onto the DPS immediately.

Re-enrolment can only take place one year after the initial rejection.

Please ensure all necessary requirements are thoroughly met before attempting to enrol again after the one-year period.

## 8.0 Service Categories

The Service Categories below show a breakdown of the services which Milton Keynes City Council includes under the Home Care 2024-2029 category.

You will need to select all the Service Categories which apply to your organisation, so that you can later receive the relevant notifications. These are but not limited:

Service Category
Children's - Learning Disability - Personal Care
Children's - Learning Disability - Short Breaks
Adults - Memory and Cognition and Frail Elderly - Older People
Adults - Mental Health
Adults - Autism
Children's - Mental Health - Personal Care
Children's - Mental Health - Short Breaks
Adults - Physical Disability
Adults - PBS - Physical Disabilities Day Opportunities

Children's - Physical Disability - Personal Care
Children's - Physical Disability - Short Breaks
Children's - Complex Health Needs - Personal Care
Children's - Complex Health Needs - Short Breaks
Children's - Autism - Personal Care
Children's - Autism - Short Breaks
Children's - Complex Behaviour - Personal Care
Children's - Complex Behaviour - Short Breaks
Children's - Epilepsy - Personal Care
Children's - Epilepsy - Short Breaks
Adults - Learning Disabilities

## 9.0 Next steps

Following submission, the Accreditation and Enrolment will be reviewed by Milton Keynes City Council. System notifications are issued following each review stage to advise if the application has been Approved.

To register and begin your application, visit

<https://www.adamproviders.co.uk/miltonkeynes-council-home-care-2024-2029> and click 'Get started'.