

Annex 1

Personal Support Services for Children, Young People & their Families

Procurement process

Summary of Procurement process in respect of the Light Touch Dynamic Purchasing System (DPS) for the commissioning of Personal Support services for Children, Young People and their Families.

1. The Sourcing Governance Board considered the following four options for route to market on 24 July 2018:

Option 1 – Tender for a new Light Touch Dynamic Purchasing System

A Dynamic Purchasing System is a flexible tool that remains open for new providers to join. This DPS would allow us to develop an approved list of providers who can deliver the required service as demand for the service grows.

Option 2 – Do nothing/continue as is

Surrey has a statutory obligation to provide these services, therefore doing nothing was not a viable option.

Option 3 – Bring Personal Support services in-house

Surrey has an in-house service, Surrey Domiciliary Care, which also provides Personal Support to children, young people and their families in Surrey; this support is mainly where there are complex family needs. The in-house service alone would not have been able to meet the demand for this service therefore this option was not chosen.

Option 4 – Collaborate with an Orbis partner

Surrey's Orbis partners have different purchasing arrangements for Personal Support and as there are key difference between the way Surrey and Orbis partners commission these services, collaborating was not a feasible option. There may be opportunity to collaborate with Orbis partners in the future, and discussions can still be had with our partner authorities, to identify any opportunities for joint work.

In order to implement Option 1, an open tender procedure was chosen. Participation in the open tender procedure was accessible to all companies who wished to take part.

2. Action was taken to stimulate interest in the tender opportunity through a series of supplier engagement events and communication via telephone, email and the e-sourcing portal Intend.

We worked with the market through:

- hosting market engagement events held on 06/06/2018 and 06/09/2018
- developing a Market Position Statement
- gathering Market Insight

3. The tender commenced on 10/09/2018 and by the deadline of 09/10/2018, tenders were received from six tenderers.
4. We will be reopening the Light Touch DPS every four months for new providers to apply to be appointed to the Light Touch DPS; we have informed the market of this and also

included this within tender documentation. Reopening the Light Touch DPS in this way also helps to ensure that we have the capacity and coverage to meet the range of needs across Surrey, both in terms of type and complexity of need and geographic coverage. To support this, ongoing market engagement and development will take place through contract management, market events and support with quality assurance.

5. All tenderers were informed of the preliminary outcome of the procurement process following approval to award from the Sourcing Governance Board and that the formal tender results are subject to the Cabinet approval to award contracts on a Light Touch Dynamic Purchasing System.
6. Performance of call off contracts will be monitored through a series of Key Performance Indicators. The performance management approach will be agreed during mobilisation with provider and commissioner and reviewed after the first 6 months of contract delivery.