

Annex 1 – Procurement process

Summary of Procurement process in respect of the contract for Dementia Navigators service.

The Sourcing Governance Board (SGB) considered a number of options for route to market on 8 June 2018.

The preferred option was to carry out a full and open OJEU tender as there were no further extension periods available to use within the current contract.

Further opportunities to collaborate with an Orbis partner were also explored but due to the nature and requirements of the service this was deemed as not viable at this time.

The preferred option allowed us to test the market, which hadn't been done since 2016, meaning that we could undertake a full review and redesign the Dementia Navigators specification taking into account the feedback of clients and carers. This enabled co-designing with the CCGs and opportunity to look at new and innovative ways to improve the service.

Participation in the open tender procedure was accessible to all companies who wished to take part and action was taken to stimulate interest in the contract opportunity through a series of engagement events and communication via the e-Sourcing portal Intend.

1. Market engagement events were held on 22 May 2018 and 1 November 2018 and were well attended.
2. The tender commenced on 09 November 2018 and four providers indicated they would submit a tender.
3. By the deadline of 10 December 2018, tenders were received from one tenderer.
4. The three providers who did not submit a bid were contacted to understand the reasons behind this; two providers explained the TUPE implications were prohibitive and one provider said they did not have enough time to complete their submission.
5. The tender submission that was received was evaluated by a panel consisting of Commissioners from Surrey County Council and the Clinical Commissioning Groups and service user/carer representatives.
6. Following evaluation, a moderation session took place to agree consensus scores for the provider. Clarification questions were sent to the provider after moderation to answer to ensure compliance with delivering the service.
7. All tenderers were informed of the preliminary outcome of the procurement process following approval to award from SGB and CCG governance boards and that the formal tender results are subject to the Cabinet approval to award the contract.
8. Performance of contracts will be monitored through a series of Key Performance Indicators by the Senior Commissioning Manager through contract monitoring meetings every six months.

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