



Do you provide health and social care support to adults?

Hackney Council Community Services will be re-tendering all their Adult Services community contracts this year. When they advertise that they want to buy services, your voluntary and community sector (VCS) organisation could bid to run them.

To be in with a chance, you need to know about tendering - here is a rough guide.

Tendering for adult social care contracts: Guide for Hackney's voluntary and community sector

Why should I be interested?

Based on 2010 figures, Hackney Community Services has 50 contracts and 44 providers. They suggest:

- they would like some larger contracts with fewer providers
- they may not buy services currently contracted due to changes in adult social care.

Services will be in line with Hackney's Health and Wellbeing Profile. Have a look below. Could your organisation provide services under any of these?

Tenders vs grants?

Unlike local grants, any organisation can tender to run local services: statutory agencies, national charities, private organisations and local charities from other areas.

This means you could be competing against larger agencies with huge bid-writing teams. You can also look at tendering for services in other boroughs.

More Risk and Profit: A tender is a legal contract. Once signed, you must provide the services for the cost given. If you achieve the contracted level of service but it costs you less, you keep the surplus funds.

If you underestimate your costs however, you still have to fulfil the contract, even at a loss to your organisation.

Things to consider before tendering

- Does the tender fit with your organisation's aims and values? For example, is there enough money to provide a good service? Will it create employment conditions that meet your legal obligations as an employer?
- Can you match the skills and experience requirements?
- How would the contract affect your other work, staff and ability to take on other services?
- Are there existing staff that you

would be required to take on under TUPE* - do their terms and conditions match those of your existing employees?

- Would you be better tendering in partnership with local groups?

Forming consortia or partnerships?

We believe fewer contracts could result in the loss of our diverse and vibrant sector and a loss of choice for service users.

Even if you can provide the services in a tender, we recommend you look at working in partnership with other community organisations, so we retain the rich cultural diversity and local knowledge of our sector.

We all need to stop relying on grant funding and partnerships may be a good way for smaller organisations to get involved in tendering.

Need support? We aim to work with our local statutory sector partners to provide support for this.

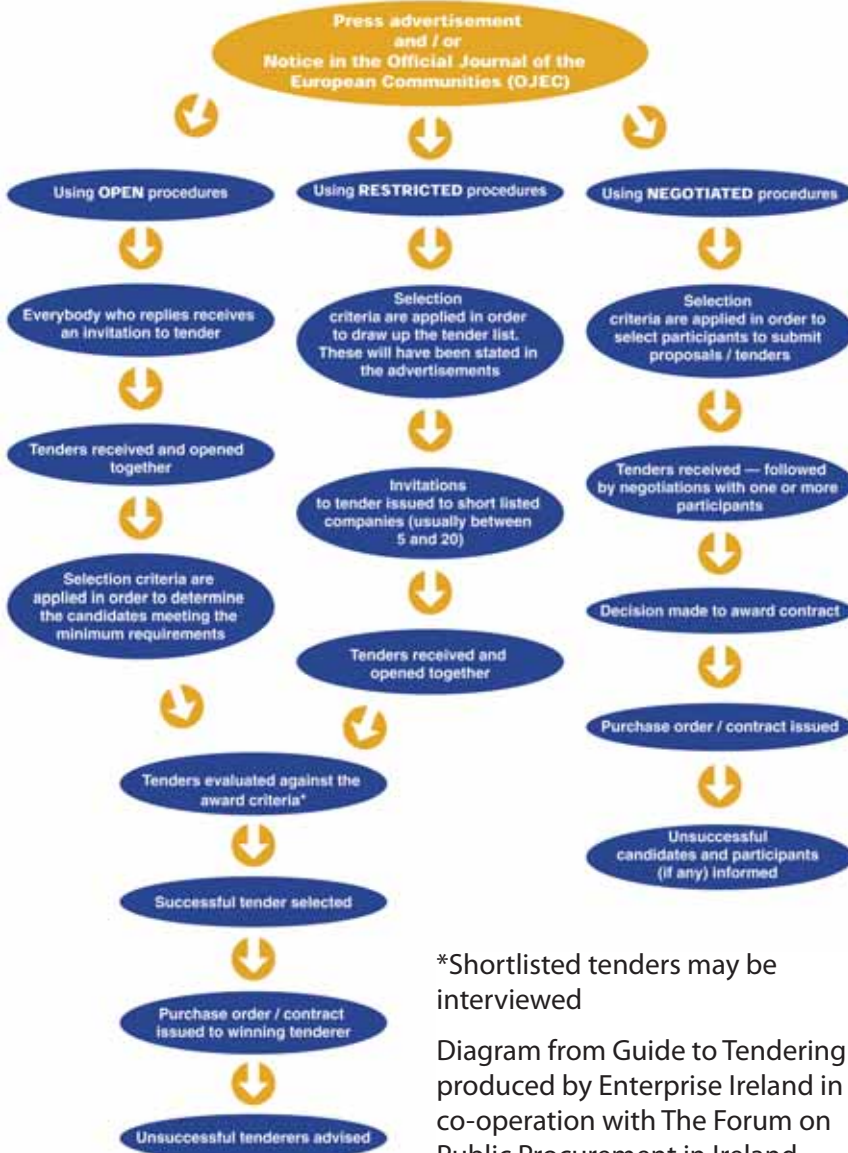
Please email: hscf@hcvs.org.uk

POTENTIAL COMMISSIONING OPPORTUNITIES!

Do you offer a service which fits in to these 13 priorities of Hackney's Health & Wellbeing Profile?

- | | | |
|--|--|---|
| 1. Improving male life expectancy | 8. Protecting people from influenza | people who misuse alcohol and substances, people with dementia, and people with disabilities
12. Getting more people to use parks, libraries and cultural facilities
13. Encouraging more residents to get involved in developing and scrutinising services.
①: visit www.cityandhackney.nhs.uk |
| 2. Improving opportunities for work, training and volunteering | 9. Improving mental health | |
| 3. Reducing smoking | 10. Improving information about, and access to, preventative services to improve older people's lives | |
| 4. Tackling obesity | 11. Meeting the needs of people from minority ethnic communities, carers, victims of domestic violence and hate crime, rough sleepers, | |
| 5. Improving maternal and infant health and wellbeing | | |
| 6. Improving sexual health | | |
| 7. Increasing access to primary care | | |

Tendering: The process



*Shortlisted tenders may be interviewed

Diagram from Guide to Tendering produced by Enterprise Ireland in co-operation with The Forum on Public Procurement in Ireland.

Definitions

Stage 1: PQQ (Pre Qualification Questionnaire)

This is to minimise the risk to the buyer. It ensures that you are a viable organisation and have the expertise to deliver the services.

It mainly asks for financial information, including questions on:

- your trustees - have any been declared bankrupt?
- your financial history and past contracts
- your staff and their qualifications
- your policies and quality marks
- your experience and expertise.

Many organisations fail at this stage, it's important you can answer these.

①: **Get support:** www.navca.org.uk/localvs/lcp/

Stage 2: The specification

This outlines what services the buyer wants to purchase. Some can be very prescriptive, others focus more on the outcomes leaving the bidding organisation to say how they will achieve these.

Government guidance (Think Smart, Think Voluntary Sector 2004) strongly suggests that in the tender:

- the focus should be on outcomes
- there should be fair allocation of risk, if the success of a service relies on referrals from statutory sector, the service provider should not carry all the risk
- indicate the maximum budget.

Like grant applications, you must clearly outline how you will meet the outcomes and manage the service.

Stage 3: The interview

Like a job interview, you present your bid to a panel and answer questions about how you will deliver the service.

Need support? HCVS will be offering training on this. **Please email:** info@hcv.org.uk

Where are tenders advertised?

There isn't one place to find all local tenders. The Third Sector Commissioning Framework consultation is looking at a process for advertising local tenders. In the meantime, try:

- **HSCF news:** hscf@hcv.org.uk
- **Hackney Council for Voluntary Service (HCVS) enews:** info@hcv.org.uk
- **Hackney Council tenders -**

www.hackney.gov.uk

- **Team Hackney tenders -** www.teamhackney.org
- **City & Hackney Primary Care Trust tenders -** www.cityandhackney.nhs.uk
- **National websites:** www.supply2.gov.uk / www.supply2health.nhs.uk