

**BRISTOL CITY COUNCIL
CABINET
2 February 2009**

**Joint Report of: Strategic Director - Health and Social Care, and
Strategic Director - Neighbourhoods**

**Title: Intention to undertake contract tender process for VSH Care
and Housing Related Support**

Wards: Hartcliffe/ Bishopsworth and Horfield

Officer presenting report: Annie Hudson

Contact telephone number: 0117 903 7860

RECOMMENDATION

1. That in accordance with the processes described in this report a contract will be awarded for providing Care and Housing Related Support in the Hartcliffe/ Bishopsworth VSH Scheme.
2. That in accordance with the processes described in this report a contract will be awarded for providing Care and Housing Related Support in the Horfield VSH Scheme.

Summary

This report summarises key issues associated with letting a care contract for the VSH Sites being built by:

- BrunelCare at Queens Road, Hartcliffe/ Bishopsworth
- Hanover Housing at Lyddington Road, Horfield.

The significant issues in the report are:

- Description of the two schemes – paragraphs 5 and 6
- Description of contract - paragraphs 7 to 10
- Process to be undertaken - paragraphs 11 to 13

Policy

1. The delivery of the Very Sheltered Housing (VSH) Programme is a corporate strategic objective. It supports Bristol City Council's priorities:

- Our City: Making a Difference;
- Our City: Safer and Healthier.

VSH schemes combine traditional sheltered housing with enhanced on-site facilities and services, such as provision of a restaurant open to residents and the local community. The VSH programme is intended to reduce the need for residential care for individuals with significant care needs by creating VSH “care flats”. A key feature of VSH is the on-site provision of both care services and lower level housing support services to enable service users to maximise their opportunities and capacity for independent living.

2. These contracts bring together funding from Health & Social Care and from the Supporting People programme which is currently administered by Neighbourhoods. The joint commissioning of these services follows the model established in 2007 when joint care and support contracts were awarded for VSH schemes in the Lawrence Hill and Lawrence Weston wards. The intention behind this approach is to enable the delivery of a co-ordinated, 'seamless' service to residents whose needs range from minimum to low level housing support, to significant care needs. This will ensure continuity and consistency for the service user, as well as operational and economic efficiencies .

Consultation

3. No specific consultation has been taken in relation to the letting of the proposed contracts.

Context

4. The council has a range of options that can be used for commissioning care and housing support services as these are not subject to the full European Procurement regime. The care contracts in Phase 1 of Bristol's VSH programme (first five new build schemes) were let via a restricted tendering process. The two current care and support contracts are being tendered by means of the same process.

ABOUT THE TWO SCHEMES

5. The Hartcliffe/ Bishopsworth scheme will have some flats occupied by older people with early to moderate stages of dementia; it will also have a public health focus on reducing the impact of heart and respiratory diseases in the local community.
6. We are currently in discussion with Hanover Housing and Bristol PCT to identify whether it would be beneficial to target VSH nominations towards particular equalities groups in the Horfield area.

SUMMARY OF CONTRACT DETAILS

7. These VSH Care and Housing Support contracts will be 3 year contracts. They will be formally reviewed 2 years after commencement on the basis of quality and price. Depending on the outcome of this review, the council retains the option to formally re-tender on a restricted basis or to negotiate a new contract with the existing provider.
8. For each scheme there will be a single specification that details the requirements for delivery of both personal care and housing related support; and a single contract.
9. Evaluation of tenders will be undertaken on the basis of 350 care hours and up to 150 support hours per week for each scheme. (Support hours include 30 hours per week that are specifically allocated for the development of in-reach initiatives within the local community.)

10. The likely value of the contract for each scheme is in excess of £950k over three years.

PROCESS

11. A two-stage restricted tendering process will be carried out in accordance with the Council's Procurement Regulations. That is to say, adverts will be placed in local and national publications and on Bristol's BEPs website, inviting expressions of interest. These will be evaluated and the shortlisted providers will be invited to submit a full tender. Tenders will then be evaluated and contracts awarded. The whole process will be carried out with the objective of securing high quality services at best value, probity of process and ensuring fairness to those providers invited to tender to the council.
12. Procurement of care and housing related support contracts is not subject to EU procurement regulations so the Council has discretion with regard to this process.

Proposal

It is therefore proposed that Cabinet agree that:

13. The care and housing related support contract for the Hartcliffe/ Bishopsworth and Horfield VSH schemes be procured through a two-stage restricted tender process and the contract awarded to the provider who offers best value on the basis of quality and price.

Other Options Considered

14. **Option 1 - Do not award a dedicated care contract, but provide care in VSH Schemes through the range of providers local to each scheme.** This has not been pursued. It would result in a number of different care providers all liaising with the housing and support services providers, and likely to restrict tenants accessing care to the current four times daily maximum that most providers are able to deliver. It would also result in higher costs through loss of economies of scale that are achieved by a single on-site care and support team, delivering flexible services.
15. **Option 2 - Direct Payments (DPs) for VSH tenants.** DPs mean that service users' needs are assessed and they are given an appropriate amount of funding by the council to purchase their own care. This

option is not recommended for VSH schemes because it represents a threat to the provision of care and support by on-site staff and may cause us to pay twice for service users' care. In addition it is likely that many older people would not wish to employ their own carers at a time of great change (ie when they are moving into VSH).

- 16. Option 3 – Separate contracts to be awarded for care and housing related support services.** Not pursued. As with Option 1, this would lead to the situation of three separate provider organisations/teams having to work together with each other for the delivery of the service to individuals. This carries with it a high likelihood of miscommunication, lack of clarity over where responsibilities lie, and may result in gaps in service. The combined care and housing support services are intended to provide a consistent and holistic approach to the delivery of care and housing support.
- 17. Option 4 – housing related support contract awarded to the housing provider.** Not pursued. In phase 1 of the VSH programme the housing support contract was awarded directly to the housing provider. This approach is not sufficiently open to achieve best value.

Risk Assessment

- 18.** Failure to award care and housing related support contracts in time for the opening of schemes is likely to result in additional costs to the council:
- delaying admissions of high care tenants potentially increases admissions to longterm residential/nursing care homes;
 - delaying admissions of all tenants will leave the council liable for payment of housing provider void costs;
 - admission of tenants on time, but with temporary care and support arrangements (through spot purchase) would be expensive and difficult to manage and could jeopardise the crucial settling-in period for tenants;
 - there would be significant risk of adverse publicity.
- 19.** Cabinet is asked to note that the current national 'Transforming Social Care' programme (particularly individualised budgets) may have an impact on the delivery of these contracts in future.
- 20.** Consideration has been given within the specification and planned tender process to ensure that there is sufficient flexibility to enable

variations to be agreed with the successful providers. The recent review of Supporting People funded services for older people identified a number of potential changes to service delivery in VSH that are being considered. This allows for such changes to be implemented in the lifetime of the contract.

Equalities Impact Assessment

21. Cabinet has previously agreed a strategy for VSH, which promotes the inclusion of socially excluded groups into VSH schemes. The Hartcliffe/Bishopsworth scheme will have a number of flats allocated to older people with early to moderate stages of dementia and will therefore develop services appropriate to the needs of this group. It will also work with Bristol PCT and the local community to support initiatives that reduce the impact of heart and respiratory diseases because of the high incidence of smoking in this area. We are working with Hanover Housing and Bristol PCT to identify whether there is a need to target a particular group of vulnerable older adults at the Horfield scheme.

Legal and Resource Implications

Legal

Contracts for the purchase of social care services are classed under Part 1B of the EU procurement regime. This means that they are not subject to full EU regulations. There is an exception from the council's own procurement regulations for the purchase of residential care provision for Health & Social Care clients; and for community support packages which form an alternative to residential care. Nevertheless, it is proposed that these contracts are awarded through a tendered process so as to ensure both a quality service and value for money.

A draft form of contract will be circulated with the tender documentation and the contract will be executed by both parties prior to the commencement of services.

(Advice provided by Sheelagh Dawson for Legal Services)

Financial

The Authority has a duty to obtain value for money from any care contracts tendered. The restricted tendering arrangements described in paragraphs 11 and 12 should achieve this objective,

whilst complying with BCC procurement regulations. Revenue funding has been identified from within existing HSC budgets to cover the cost of the care contracts.

(Advice provided by Denise Hunt, Finance Manager, HSC)

Supporting People funding for support costs of approximately £100k per scheme has been committed. It should be noted that the Supporting People Grant forms part of the Area Based Grant from 10/11 and is also provided to authorities as an “unringfenced” grant from 09/10 onwards. The proposals in this report assume that existing commissioning investments are not unduly affected by this change in the funding regime.

(Advice provided by Simon Bowker, Head of Finance, Neighbourhoods)

Revenue

| | |
|-------------------------|---|
| Capital and Land | Capital and Land issues were dealt with in a previous report. |
|-------------------------|---|

| | |
|------------------|------|
| Personnel | None |
|------------------|------|

Appendices:

Appendix A - pre tender questionnaire

**ACCESS TO INFORMATION
Background Papers**

APPENDIX A



BRISTOL CITY COUNCIL

Adult Community Care
PRE-TENDER QUESTIONNAIRE

APPLICATION FOR INCLUSION ON THE COUNCIL'S TENDER LIST
FOR
Care & Support contract for Very Sheltered Housing (VSH) schemes
at Queens Road and / or Lyddington Road

| | |
|----------------------|--|
| NAME OF ORGANISATION | |
|----------------------|--|

Pre Tender Questionnaire To Be Returned By:
12 Noon on Tuesday 23rd December 2008

References, if possible, to be made available by: **Monday 8th December 2008**
Final deadline for References: **Tuesday 23rd December 2008, 12 noon**

For further information please see:
Bristol City Council
Electronic Procurement System
<https://procurement.bristol.gov.uk/supplierselfservice/>

Date Returned: (do not complete - for official use)

FOREWORD

Every year Bristol City Council spends millions of pounds on various works, goods and services, the majority of which are carried out by private contractors.

The Council wishes to use that spending power to select the people best able to do what it requires, and to promote the best possible standard within the contracting industries.

It is looking to secure, best value for money, not just in the short-term, but via longer term benefits for the City and charge payers.

The Council requires that a contractor demonstrates its ability to carry out the work applied for, and recognises its responsibilities in respect of:

- Standards of Work - that it will be done well and both supervised and carried out by suitably qualified, competent personnel.
- Health and Safety - commitment including the safety policy statement of intent, organisation and arrangements to meet the policy and agreement to comply with legislation, codes of practice and safe working systems. Your previous record will also be taken into account.
- Business Continuity - The Council is required under The Civil Contingencies Act 2004 to ensure that contractors providing essential services are able to maintain service in the event of a major emergency. A summary of the Council's requirements and details of how to obtain further assistance is available at www.bristol-city.gov.uk/bcm
- Sustainability - The Council is committed to improving the environment and quality of life in the work it does and the services it provides whether itself or through others.
- Equalities - The Council is committed to ensuring that our service users and employees are not discriminated against because of age, disability, sex, sexuality, race, colour, ethnic origin or religion.

This commitment extends to contractors working on our behalf and we expect contractors to promote equality and remove discrimination, providing goods and services for all. If you work with the Council you will be expected not to discriminate and to comply with all statutory obligations such as under:

- The Race Relations Act 1976, as amended 2000
- The Sex Discrimination Act 1975, as amended 1986
- The Disability Discrimination Act 1995, as amended 2005
- The Employment Equality (Religion and Belief) Regulations 2003
- The Employment (Sexual Orientation) Regulations 2003
- The Employment Equality (Age) Regulations 2006
- Equality Act 2006
- Or equivalent legislation if you employ staff in any other country

You should complete the answers using the questionnaire. You should not refer to general promotional literature or policies. Nor should you include these unless the Council has specifically asked you for them

GUIDANCE NOTES

The information disclosed in this form will be used in the selection of tenderers.

- Please note that whenever used in this questionnaire, the term organisation refers to a sole practitioner, partnership, incorporated company, co-operative, charity or analogous entity operating outside the UK, as appropriate, and the term 'officer' refers to any director, company secretary, partner, associate, trustee or other person occupying a position of authority or responsibility within the organisation.
- Answer the questions specifically for your organisation not for the group if you are a part of a group of companies. Where, however, group policies, statements etc. are normally used in your organisation, please answer accordingly.
- Where a question requests a YES/NO answer please make it clear which answer is indicated and include further information necessary to clarify that answer. The Council is entitled to interpret any ambiguous replies in its favour.
- If you are proposing to tender as part of a consortium, you will need to lodge a statement explaining the corporate or other structure under which the consortium will tender. Each participant must complete a questionnaire and you must demonstrate which participant will be responsible for which part of the contract. You should also note that the Council will only accept bids from consortia where all participants accept full joint and several liability for the whole contract.
- Where the space given for any answer is insufficient then please continue your answer on a separate page, again clearly marking your organisation's name and the question to which it relates.
- This questionnaire must be fully completed even if you have previously submitted a questionnaire to the Council. It is not acceptable to cross reference to earlier or other questionnaires.
- Applicants should note that they may be asked to clarify or provide additional information before the Council is able to determine its select list of tenderers, and that the provision of false information may disqualify an

applicant from inclusion. Also, that in accord with the provisions of the Data Protection Act 1998, the name of a person dealing with an application will be a matter of record.

- Non UK based organisations should attempt to answer each of the questions in this questionnaire substituting where relevant the appropriate legislation, code of practice or professional qualifications which are applicable within their domestic jurisdiction.
- The Council does not bind itself to complete this tender process and shall not be liable for any loss or expense incurred by any applicant as a result of its decision not to proceed to the award of the contract.
- Applicants are advised to read the Specification and Background Information downloadable with this Pre Tender Questionnaire. All queries regarding this contract should be made through the Bristol E-Procurement System (BEPS) via the 'Raise a clarification question' link. Final date for raising a question is Monday 15th December 12 noon. Our responses will be made available to all organisations registered to submit an expression of interest. We will keep the originator of all questions anonymous.
- Please provide at least two references by Thursday 8th December 2008 if possible. Final date for submitting references is 22nd December 2008.
- Please ensure the references you provide are contactable during this period. We are intending to ask for references between 8th December 2008 and the 6th January 2009.
- The completed questionnaire must be returned, together with supporting documents, **no later than 12 noon on Tuesday 23rd December 2008** via:

<https://procurement.bristol.gov.uk/supplierselfservice>

1. INSURANCE

If you are selected, the Council will require you to demonstrate that you have the following levels of Insurance cover in place. These must not contain any exclusion which affects the Council. By completing this questionnaire you are warranting to the Council that you can and will do this. If you cannot meet this requirement, or do not know if you can, please do not complete this questionnaire and do not apply to be considered for this work.

Can you confirm that the insurance levels listed below will be in place before a contract is signed? **Yes/No**

- Employers Liability being not less than £10 million
- Public Liability being not less than £5 million

2. ORGANISATION IDENTITY

| | |
|--|--|
| 2.1 Name of the Organisation making the application: | |
| 2.2 Contact name: | |
| 2.3 Address: | |
| 2.4 Telephone number: | |
| 2.5 Fax number: | |
| 2.6 E-mail address: | |
| 2.7 Website address (if any): | |
| 2.8 Date of registration or incorporation: | |
| 2.9 Company Registration number (if applicable): | |

3. ORGANISATION INFORMATION

3.1 Is your organisation?

| | |
|-----------------------------|--------|
| a) a sole trader | Yes/No |
| b) a partnership | Yes/No |
| c) a limited company | Yes/No |
| d) a public limited company | Yes/No |
| e) a charity | Yes/No |
| f) other (please specify) | |

| | | |
|--|--|--------|
| 3.2 Is your company a subsidiary of another company? | | Yes/No |
| If yes, provide details of the ultimate holding company name and address | | |

3.3 Please enclose a summary of your organisational structure. Full details enclosed? Yes/No

3.4 Please provide the full names and job titles of your Executive Directors/
Partners:

[illegible]

4. PRIME/MAIN CONTRACTOR

4.1 a) Does your organisation propose to tender to provide the Services required itself? **Yes/No**

b) Does your organisation intend to use partners, third parties or sub-contractors to provide some or all of the service? **Yes/No**

4.2 If your answer to 4.1(b) is **yes** please identify the intended sub-contractors or partners for the bid below (if currently known):

| Organisation name | Organisation address and contact details | Service provision responsibility |
|-------------------|--|----------------------------------|
| | | |
| | | |
| | | |

Please note that if the Council is willing to agree to sub-contracting any element of the service, it will only be on the basis that you accept full liability for any sub-contractor. If you are proposing to tender jointly with someone else, each of you must complete a separate copy of this questionnaire and you may only tender on the basis that all of you will each accept full responsibility for each other's performance.

The Council will not consider sub-contracting appropriate, where there is a possible contact with children or vulnerable persons and there is a potential loss of control over the individuals who are engaged in service delivery.

4.3 Please give a brief outline of your policy regarding the use of sub-contractors and if applicable, the extent to which you might envisage using them for this requirement.

5. COMPLIANCE WITH EC/UK PROCUREMENT LEGISLATION

5.1 Do you know of anything that might bar you from tendering or make you an unsuitable applicant to be considered? *Please consider the notes on Regulation 23 below before responding.* Yes/No

If yes, please provide details:

In confirmation of your answer, the Authority may seek evidence at a later date.

SUMMARY OF INELIGIBILITY CONDITIONS PROVIDED BY REGULATION 23 OF THE PUBLIC CONTRACTS REGULATIONS 2006 (SI 2006 NO. 5)

This summary is not an exhaustive list and is offered only as an indication for the convenience of bidders. Regulation 23 sets out the grounds on which a services provider may be deemed ineligible to tender for or be awarded a public contract. Rejection is permissible when a Service Provider:

- Has been convicted of any of the following offences: conspiracy, corruption, bribery, fraud, money laundering or any other offence within the meaning of Article 45(1) of the Public Sector Directive,
- Is in a state of bankruptcy insolvency compulsory winding up, administration, receivership, composition with creditors or any analogous state, or subject to relevant proceedings;
- Has been convicted of a criminal offence related to business or professional conduct;
- Has committed an act of grave misconduct in the course of business;
- Has not fulfilled obligations relating to payment of social security contributions;
- Has not fulfilled obligations relating to payment of taxes;
- Is guilty of serious misrepresentations in supplying information required by the Authority under the Regulations
- Is not in possession of a licence or not a member of the appropriate organisation where the law of that State requires it;
- Is not registered on the professional or trade register of the relevant State in which established

Some of the above criteria also refer to directors, or any other person with powers of representation, decision or control of the organisation. **Bidders should refer to the Regulations and satisfy themselves that they are not ineligible.** These can be accessed at <http://www.bristol-city.gov.uk/procrules> or obtained from the person issuing this questionnaire.

6. BUSINESS CAPABILITY

The following questions are intended to indicate your organisation's general technical capability and ability. Where necessary, please expand your answers to cover any particular arrangements that would apply to the Care & Support contracts for VSH schemes at Queens Road (Redhouse) and Lyddington Road (Monks Park).

6.1 Provide details of the principal areas of your business activity:

6.2 Is your organisation registered with the Commission for Social Care Inspection?

Yes/No

If yes please provide National Care Registration Number:.....

6.3 Which relevant professional or trade bodies does your organisation belong to:

- 6.4** Provide details of the number of employees and their job professions who are engaged in the specific type of work for which you are applying. (Permanent employee numbers, full time equivalents):

| Type of staff | No of Employees | |
|---------------|-----------------|---|
| | Permanent staff | Sub-contracted or agency employee staff |
| | | |

- 6.5** Please provide evidence of the educational and professional qualifications of your senior managerial staff.

- 6.6** Has the organisation or any staff within the organisation who may be employed under the contract been convicted of a criminal offence relating to the conduct of your business or profession?

YES/NO

If **YES**, please provide details

Note: Information should not be given relating to convictions classified as “spent convictions” under the terms of the Rehabilitation of Offenders Act 1974.

6.7 Has the organisation or any staff within the organisation who may be employed under this contract committed an act of grave misconduct?

YES/NO

If yes please provide details.

6.8 Please describe in a maximum of 1000 words, your previous experience of providing care and support services similar to those required by the Council:

- How your experience meets the requirements of the Contract Notice?
- Your current resources available and how you would develop your organisation in order to undertake this contract?

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[illegible]

| | |
|--|--------|
| General statement of Policy | Yes/No |
| Organisational chart showing Health and Safety responsibilities | Yes/No |
| Arrangements for carrying out the work paying particular attention to the managing of contractors, and other health and safety | Yes/No |

| | |
|---|--------|
| legislation | |
| Clear information on how the policy will be communicated to the work force. | Yes/No |

A copy of your organisation's Health and Safety policy is not required at this stage, but will be required later on in the procurement process.

6.12 Has your organisation, during the last 3 years, been prosecuted for contravention of the Health and Safety at Work Act 1974, or equivalent legislation or been subject of a formal investigation by the Health and Safety Executive, or similar national body charged with supervision of health and safety standards? **Yes/No**

If **yes**, provide details of the incidents and what action has been taken since the event and what precautions are now in place to prevent re-occurrence:

7. QUALITY ASSURANCE

7.1 Please provide details of any quality assurance certification that your company holds e.g. ISO 9001:2000 or equivalent standard. Please include a copy of any certificate. If no accreditation held, please attach an outline of your quality assurance policy.

7.2 Please provide details of any quality assurance certification which you have applied for or that you are working towards accreditation, including relevant dates:

7.3 Outline ways in which your organisation can achieve continuous improvements and record other services that can be provided:

8. FINANCIAL

8.1 The following financial information must be returned with this questionnaire:

- a) A copy of the most recent audited accounts for your organisation that cover the last two years of trading or for the period that is available if trading for less than two years.
- b) A statement of the organisation's turnover, Profit & Loss and cash flow position for the most recent full year of trading (or part year if full year not applicable) and an end period balance sheet, where this information is not available in an audited form at (a).
- c) Where (b) cannot be provided, a statement of the organisation's cash flow forecast for the current year and a bank letter outlining the current cash and credit facility position.

- d) If the organisation is a subsidiary of a group, (a) to (c) are required for both the subsidiary and the ultimate parent. Where a consortium or association is proposed, the information is requested for each member company.
- e) A separate statement of the organisation's turnover that relates directly to the supply of this service for the past two years, or for the period the organisation has been trading (if less than two years).

8.2 The name and address of your banker:

8.3 For this particular contract the Council may require a bond of performance and financial standing. Do you confirm that your organisation is willing to provide this?

Yes/No

8.4 The Council may require a parent company guarantee and/or other guarantees of performance and financial standing if considered appropriate. Do you confirm that your organisation is willing to provide if required?

Yes/No

9. BUSINESS CONTINUITY

Does your organisation have the following:

| | |
|--|--------|
| A risk register which identifies the main operating risks to your business | Yes/No |
| A business continuity plan | Yes/No |
| Does the plan detail how the risks identified will impact on your business and how you will mitigate their impact should they occur. | Yes/No |
| Have you tested your plan. | Yes/No |

A copy of your organisation's business continuity plan is not required at this stage, but will be required later on in the procurement process.

If you have answered **no** to any of the above questions provide details of:
Any progress you have made in preparing the above

Any time scales in place to undertake these processes
Any circumstances which would render above unnecessary

10. SUSTAINABILITY

10.1 Please provide details of any environmental management systems (eg ISO 14001 or Eco Management and Audit Scheme) that your organisation has completed or are undertaking.

11. EQUAL OPPORTUNITIES

11.1 In the last three years has your organisation had any findings of unlawful discrimination made against them, by any court or industrial tribunal, or been the subject of formal investigation by the Commission for Racial Equality (CRE), Equal Opportunities Commission (EOC) or Disability Rights Commission (DRC)?

Yes/No

Please provide details of each occasion and detail what corrective action has been taken as a consequence of each finding:

| Date | Unlawful finding/area | Corrective Action Taken |
|------|-----------------------|-------------------------|
| | | |

11.2 Please provide a copy of your equalities policy and supporting evidence. We are looking for you to demonstrate your commitment to equalities in both employment and service provision in:

- (a) Managerial instructions for recruitment, selection, remuneration, training and promotion.
- (b) Information for employees, trade unions and other representative groups.
- (c) Recruitment advertisements and recruitment literature.
- (d) Instructions and training of staff.

11.3 As an equal opportunities organisation, the Council is keen to know how successful its promotion of contracts and select lists is amongst different ethnic groups. It would be of great assistance if you could indicate the appropriate category below so that we can monitor the ethnic make-up of applicants.

The answers to this question are for information only and will not be taken into account in deciding whether to consider your application.

How would you classify the overall majority ownership or control of your firm?

- | | | | |
|----------------------------|--------------------------|----------------------------|--------------------------|
| British | <input type="checkbox"/> | Bangladeshi | <input type="checkbox"/> |
| Irish | <input type="checkbox"/> | Any other Asian background | <input type="checkbox"/> |
| Any other White background | <input type="checkbox"/> | Caribbean | <input type="checkbox"/> |
| White and Black Caribbean | <input type="checkbox"/> | African | <input type="checkbox"/> |
| White and Black African | <input type="checkbox"/> | Any other Black background | <input type="checkbox"/> |
| White and Asian | <input type="checkbox"/> | | |
| Any other Mixed background | <input type="checkbox"/> | Chinese | <input type="checkbox"/> |
| | | Any other ethnic group | <input type="checkbox"/> |
| Indian | <input type="checkbox"/> | | |
| Pakistani | <input type="checkbox"/> | Unable to classify | <input type="checkbox"/> |

12. REFERENCES

Please complete (at least two references) and if possible please return this section by Monday 8th December. The final deadline for references, as for the completed Pre-Tender Questionnaire, is Tuesday 23rd December 12 noon. Please ensure the references you provide are contactable. We are intending to ask for references between 8th December 2008 and the 26th December 2008.

12.1 Please provide details of any arrangements with other organisations for the Care & Support contracts for VSH schemes during the past three years:

| Customer Name | Contact Address, Telephone No. & email address | Contract Title | Contract Price (£) | Price Basis, e.g Lump Sum | Description of Service Undertaken | Names of any sub-contractors and/or consortium members and their role | Start date of contract and duration |
|---------------|--|----------------|--------------------|---------------------------|-----------------------------------|---|-------------------------------------|
| 1. | | | | | | | |
| 2. | | | | | | | |
| 3. | | | | | | | |

| Customer Name | Contact Address, Telephone No. & email address | Contract Title | Contract Price (£) | Price Basis, e.g Lump Sum | Description of Service Undertaken | Names of any sub-contractors and/or consortium members and their role | Start date of contract and duration |
|---------------|--|----------------|--------------------|---------------------------|-----------------------------------|---|-------------------------------------|
| 4. | | | | | | | |
| 5. | | | | | | | |
| 6. | | | | | | | |

| Customer Name | Contact Address, Telephone No. & email address | Contract Title | Contract Price (£) | Price Basis, e.g Lump Sum | Description of Service Undertaken | Names of any sub-contractors and/or consortium members and their role | Start date of contract and duration |
|---------------|--|----------------|--------------------|---------------------------|-----------------------------------|---|-------------------------------------|
| 7. | | | | | | | |
| 8. | | | | | | | |
| 9. | | | | | | | |

| Customer Name | Contact Address, Telephone No. & email address | Contract Title | Contract Price (£) | Price Basis, e.g Lump Sum | Description of Service Undertaken | Names of any sub-contractors and/or consortium members and their role | Start date of contract and duration |
|---------------|--|----------------|--------------------|---------------------------|-----------------------------------|---|-------------------------------------|
| 10. | | | | | | | |

NB. The Authority may elect to contact any of the given companies for a reference. Your permission to do so will be assumed unless you explicitly state any objections.

13. DISPUTES

13.1 Has your organisation undertaken any contracts, in the past three years, where there has been:

- A failure to complete the contract on time or at all Yes/No
- Where there have been claims for damages Yes/No
- Where damages have been deducted or recovered Yes/No
- Where a contract has been terminated Yes/No

If yes, to any of the above, please provide details in the table below:

| Customer name and address | Contract reference and brief description of goods and services provided | Date of claim/ contract termination | Reason for claim/ contract termination |
|---------------------------|---|-------------------------------------|--|
| | | | |
| | | | |
| | | | |

13.2 Are there any court actions outstanding against your organisation?

Yes/No

If yes, please provide details:

13.3 Has your organisation been involved in any court action over the past 3 years?

Yes/No

If yes, please provide details:

14. FORM COMPLETED BY:

| | |
|------------------|--|
| Signature | |
| Name | |
| Position | |
| Date | |
| Telephone number | |
| E-mail address | |

Before returning this application form, please ensure that you have:

- i) answered all questions appropriate to your application
- ii) enclosed all relevant documents
- iii) signed the above