

## Cardiff and Vale UHB third sector commissioning and procurement – SLA review process

### Frequently asked questions (FAQs)

Last updated: 23 November 2012

If you have any additional questions on the process please email [tom.porter@wales.nhs.uk](mailto:tom.porter@wales.nhs.uk). Many thanks.

No.	Question	Response
1.	What does a single tender process include, how will transparency be ensured and where will decisions rest in the process?	Please see single tender flowchart, attached
2.	Will grants be used where appropriate and what is the rationale behind moving away from grants to tenders?	Yes they will. Both processes will be used where it is appropriate to do so. No positive intention to stop using grants; but services need to be commissioned and procured in line with the procurement process and UHB SFIs which means tendering for services in some instances.
3.	How was it decided which organisations would be offered single tenders?	Intention indicated by the service leads. This was based on a number of factors including the presence or absence of competing suppliers
4.	Who will be meeting with the third sector – procurement or divisional leads? And what are the timescales for meetings?	Both procurement and service leads will be present at the meetings. Timescales are as per the single tender flowchart, attached
5.	What is the role of service leads in the process?	The service leads are key to the process in that they are the people who know the service model and what is required. As part of understanding the existing service in more detail and future needs they may at an early point in the process discuss this with the current provider
6.	What timescales will be in place for meetings with service users as part of this process?	We hope to involve service user representatives in the evaluation phase of the process. We would welcome any suggestions on the best way to do this.
7.	What does the 'pathway' document refer to and who will be writing them?	This refers to the service pathway specification document. This is a detailed description of the service to be provided, and will be made available by the UHB for all services which are being tendered for. Providers will need to demonstrate as part of the procurement process that they can meet the requirements set out in the pathway (including any suggestions for innovation and improvement). The pathway specification documents will be written by the UHB service leads, but in many cases will draw on existing service models
8.	How far along are individual pathways? How will the process ensure pathways are meaningful for the third sector? How soon will organisations be notified of the preferred delivery pathway specified by the UHB so that they will have the opportunity to adapt their services if necessary?	These are at varying stages; but all will need to be completed to allow the process to be completed, the service put to tender and the dialogue meetings to take place. Bidders for each pathway will need to demonstrate how the service they are proposing meets the requirements set out in the pathway.
9.	Will future arrangements consider funding on a full cost recovery basis?	We would encourage providers to ensure costs in their proposals are representative of the actual costs of providing the service. Bids should be within the budget set out in the pathway specification. If it is felt this budget cannot meet the full costs of the service being asked for, this should be stated and an alternative model proposed which does fall within the allocated budget. The funding available is unlikely to change over the next few years.

10.	Will what has been delivered to date be incorporated into future outcomes and pathways and, if so, how?	If current outcomes are meaningful they will be used. The reason for setting out clear outcomes is to ensure the service provided for the local population meets its needs and is good value for money for the taxpayer. This could mean that the service model and/or outcomes will change for some services now or in a future procurement round, in response to need. We are following the same approach internally for services provided by the UHB – we need to be able to justify objectively all of our spend, both internal and external. The indication is that current service models are broadly in line with what is required. However, individual discussion will take place for any changes.
11.	What monitoring process/es will be used? Will these be service specific?	Monitoring processes will be service specific. There will be key outcome/performance indicators for each service to ensure that the service is providing what is required and delivering the right outcomes.
12.	Where there are issues around part funding of a project that is funded by other bodies (Local Authorities or other agencies) how will these interdependencies be handled?	The aim is to have one service specification which all funding partners agree upon. We will follow the procurement process of the lead commissioner. Where funding is dependent on funding by a number of organisations, the UHB will still need to satisfy itself that the service is providing good value for money and meets the needs of our population.
13.	What are the timescales for completion of this review?	The aim is for all SLAs to be completed for new agreements to commence 1 <sup>st</sup> April 2013.
14.	Does the Health Board know what services they want to fund or decommission? How has this been decided?	The review has identified that the services commissioned are currently in line with the service models. The procurement process will evaluate providers against the specification for each pathway, to ensure they can meet the outcomes.
15.	How will the tender scoring be decided and criteria?	Evaluation criteria have been developed in partnership with both C3SC and VCVS and will be given to all organisations going through the procurement process. The make up of the panel for scoring has yet to be finalised but will include the UHB service lead, other UHB corporate leads, and a service user representative wherever possible. We will also endeavour to have third sector representation where possible, whilst avoiding conflicts of interest.
16.	How will the third sector be involved in the tendering process? What will be the role for third sector organisations in the decision making and scrutiny process?	Third sector organisations will be submitting bids for each of the pathways. We would also like to have third sector representation where possible on the evaluation panels (see Q15, above). We will ensure evaluation criteria are made fully available and follow the same rules and processes for procurement for all pathways.
17.	What are the plans for open tendering in the future - after this three year round of funding are there any current plans to make all current service level agreements subject to full open tendering?	As and when additional funding is available there will be an open tendering process for any new service.  Towards the end of the 3 year period there will need to be another procurement process. Assessment at that time will indicate if this needs to be single tender or open competition, on a service by service basis.
18.	What are the plans for consulting with service users and	We would like to involve service user

	carers? Where will this come in the process?	representatives on the evaluation panels wherever possible, and will ask for evidence of service user involvement in reviewing and implementing proposed services.
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