

H7YC 04 (SHDHSC0441) — Manage Tendering and Contracting Processes in Health and Social Care Settings

Overview

This standard identifies the requirements when you manage tendering and contract processes in health and social care settings. It includes inviting providers to tender to deliver health and social care services and agreeing the details of contracts with them. It also includes negotiating and awarding contracts for the provision of services in addition to evaluating those contracts.

Additional Information

Scope/range related to Performance Criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Partner agencies are those agencies with which you work in partnership to provide services that address the health and social care needs of individuals and families; agencies may include those who are in receipt of personal budgets who are managing their own care and support.

Services may include education and prevention services, health, care and treatment services, rehabilitation and transitional care services, services for direct employers, services for relatives and carers.

Tenders may be invited from all providers, invited from a selected group of providers, or open to a single provider only.

Tenderers are those who bid for a tender.

Scope/range related to Knowledge and Understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

All knowledge statements must be applied in the context of this standard.

Factors that may affect the health, wellbeing and development of individuals

may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse.

Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

- ◆ to be treated as an individual
- ◆ to be treated equally and not be discriminated against
- ◆ to be respected
- ◆ to have privacy
- ◆ to be treated in a dignified way
- ◆ to be protected from danger and harm
- ◆ to be supported and cared for in a way that meets their needs, takes account of their choices and also protects them
- ◆ to communicate using their preferred methods of communication and language
- ◆ to access information about themselves

Performance Criteria — What you do in your job

You must provide evidence to meet all the 21 Performance Criteria for this Unit. The Performance Criteria are grouped under headings to assist you with planning how best to meet these points.

Place the number of the piece of work where this Performance Criteria has been met in the evidence box after each criteria.

Manage the tendering process

	Performance Criteria	Evidence Number where this criteria has been met
1	Accurately identify when you must go out to tender for services .	
2	Develop tender documentation for the services you are responsible for commissioning, in line with work setting and legal requirements.	
3	Ensure the tender documentation contains a detailed specification and all the information providers require to produce an accurately costed tender.	
4	Ensure the tender documentation specifies the procedures and timing for submission of tenders.	
5	Ensure the tender documentation specifies clear evaluation criteria that are capable of helping you select the tender which offers best overall value.	
6	Invite tenders from a range of suitable providers agreed with your partner agencies .	
7	Ensure any additional information requested is made available equally to all tenderers .	
8	Accept only those tenders which have been made in accordance with the procedures and timing for submission of tenders.	
9	Ensure tenders are evaluated fairly against the specified evaluation criteria by people who are competent to do so.	

Manage the tendering process (cont)

	Performance Criteria	Evidence Number where this criteria has been met
10	Provide tenderers with opportunities to clarify any details which may be necessary to evaluate tenders fairly.	

Award contracts for the provision of services

11	Resolve with providers any areas where their tenders appear to be at variance with specifications.	
12	Negotiate the details of contracts with providers in order to ensure the continuing delivery of specified services that represent good value for money over the medium term.	
13	Negotiate in ways which are consistent with maintaining effective working relationships with providers and partner agencies.	
14	Offer contracts for the provision of services to those providers whose tenders best meet the specified criteria.	
15	Ensure the contracts you offer clearly state the aims and objectives of services and the level of service required.	
16	Ensure the contracts you offer clearly state how the objectives and the level of services will be monitored and evaluated.	
17	Ensure the contracts you offer clearly state the milestone payments to be made to the providers.	
18	Ensure the contracts you offer clearly state the roles and obligations of each party.	
19	Ensure the contracts you offer clearly state the action to be taken if the provider fails to deliver services to specifications.	

Award contracts for the provision of services (cont)

	Performance Criteria	Evidence Number where this criteria has been met
20	Ensure the contracts you offer meet work setting and legal requirements.	
21	Inform partner agencies and unsuccessful tenderers promptly of the outcome of the tendering process	

Knowledge and Understanding — Why and how you do what you do in your job

You must provide evidence of your knowledge and understanding to meet all the 41 knowledge points for this Unit. The knowledge points are grouped under headings to assist you with planning how best to meet them.

Place the number of the piece of work where each knowledge point has been met in the 'evidence number' box after each point.

Rights

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
1	Legal and work setting requirements on equality, diversity, discrimination and rights.	
2	Your role in promoting individuals' rights, choices, wellbeing and active participation.	

Your practice

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
3	Legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard.	
4	Your own roles, responsibilities and accountabilities with their limits and boundaries.	
5	The roles, responsibilities and accountabilities of others with whom you work.	
6	How to access and work to procedures and agreed ways of working.	
7	The meaning of person-centred/child centred working.	
8	How your power and influence as a worker can impact on relationships.	
9	How to work in partnership with individuals, key people and others.	
10	How to manage ethical conflicts and dilemmas in your work.	
11	How and when to seek support in situations beyond your experience and expertise.	

Theory for practice

12	The nature and impact of factors that may affect the health, wellbeing and development of individuals for whom contracts are required.	
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Personal and professional development

13	Principles of reflective practice and why it is important.	
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Safe-guarding

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
14	Legislation and national policy relating to the safe-guarding and protection of children, young people and adults.	
15	The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices.	

Multi-disciplinary working

16	The purpose of working with other professionals and agencies.	
17	The remit and responsibilities of other professionals and agencies involved in multi-disciplinary work.	

Handling information

18	Legal requirements, policies and procedures for the security and confidentiality of information.	
19	Legal and work setting requirements for recording information and producing reports.	
20	How to record written information with accuracy, clarity, relevance and an appropriate level of detail.	
21	How and where electronic communications can and should be used for communicating, recording and reporting.	

Leading practice

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
22	Standards of practice, service standards and guidance relating to the work setting.	
23	National and local initiatives to promote the wellbeing of individuals.	
24	Lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions.	
25	Techniques for problem solving and innovative thinking.	

Knowledge that is Specific to this NOS

26	The importance of ensuring additional information is made available equally to all tenderers, and how to do so.	
27	The partner agencies in the local area.	
28	The range of suitable providers of services in the local area.	
29	Ways of monitoring and evaluating objectives and levels of service effectively.	
30	The importance of developing clear criteria for evaluation, and how to do so.	
31	How to evaluate fairly against specified criteria.	
32	How to negotiate in ways which deliver good value for money and maintain effective working relationships.	
33	When you must go out to tender for services.	
34	What service specifications, tender documents and contracts should contain.	

Knowledge that is Specific to this NOS (cont)

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
35	How to develop service specifications, tender documents and contracts.	
36	The level of detail providers need to be able to produce an accurately costed tender.	
37	Procurement procedures.	
38	The importance of ensuring continuing delivery of specified services that represents good value for money over the medium term.	
39	The range of actions which may be taken if providers fail to deliver services to specifications.	
40	Recognised good practice in commissioning and delivering services.	
41	The range of services that may be needed in health and social care settings.	

The candidate and assessor must only sign below when all Performance Criteria and knowledge points have been met.

Unit assessed as being complete

Candidate's name	
Candidate's signature	
Date submitted to Assessor as complete	

Assessor's name	
Assessor's signature	
Date assessed complete	

Internal Verification

To be completed in accordance with centre's internal verifier (IV) strategy.

Evidence for this Unit was sampled on the following date/s	Internal verifier's signature	Internal verifier's name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	Internal verifier's signature	Internal verifier's name

Unit completion confirmed

Internal verifier's name	
Internal verifier's signature	
Date completed	