

Turning Point – Supplier Tender Information

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About Turning Point

Turning Point

Our Story and Mission

Our Story

Turning Point is a leading social enterprise supporting people with a wide range of health, wellbeing and social care needs in over 200 locations across England. Founded over 50 years ago, we've worked with people with a learning disability, those affected by drug and alcohol misuse, mental health issues, primary care needs, offending behaviours, housing and unemployment issues.

Our Mission

Our mission is to constantly find ways to support more people to discover new possibilities in their lives. The quality of our services means everything to us. The people we work with inspire us and in turn we look for new ways to inspire change. We owe it to the people we work with to grow and shape the future, because we believe in what we do.

About Us

We are inspired by possibility.

Whether you come to us with drug or alcohol issues, a mental health concern or a learning disability, we'll give you the individual support you need. By tailoring our services we can support someone each step of the way

As a social enterprise, we deliver a wide range of health and wellbeing services to people with complex needs, supporting individual and community needs.

We are ambitious for people we support and our services support people's wellbeing and encourage them to make healthy choices. We support people to develop the skills they need to be as independent as

possible and achieve social impact by supporting people to be active citizens in their local communities

We work in partnership with individuals, organisations and commissioners to deliver the right support at the right time, with the involvement of the people we support essential to each of our services.

Our Values

Our values are the heart of Turning Point; they're the essence of who we are, what we do and why we're here.

Our vision is all about extending our reach, positively impacting as many people as possible and truly making a valuable difference.

Our values are evident through the work we do with the people we support and we know that they are important to everyone. They're just as important in our internal behaviour and how we work with one another and in our systems and processes as they are in the way we support our clients.

Our values are:

- We believe that everyone has the potential to grow, learn and make choices
- We are here to embrace change even when it is complex and uncomfortable
- We commit to building a strong and financially viable Turning Point together
- We all communicate in an authentic and confident way that blends support and challenge
- We deliver better outcomes by encouraging ideas and new thinking
- We treat each other and those we support as individuals however difficult and challenging

*Inspired by
Possibility*

What We Do

We offer a wide range of health and wellbeing services.

Everything we do is designed to be relevant for the entire community we serve and to be well connected with other local services and to provide high quality, easily accessible support.

We support individuals with a learning disability and complex needs

- This includes supported living accommodation ensuring individuals can live independently in their own homes, residential care, residential care with nursing, outreach support, day opportunities support and wellbeing community support. Go to [Learning Disability](#) home on our website to find out more.

We provide mental health support

- This includes our talking therapies services, community mental health services, crisis mental health services, specialist and forensic mental health services and mental health specific accommodation. Go to [Mental Health](#) pages on our website to find out more.

We are here for people who want to address their alcohol or drug use

- This includes integrated drug and alcohol services, detox and rehab day and residential services, supported accommodation for substance misuse and support for people referred by the criminal justice system. Go to the [Alcohol and Drug](#) home page on our website to find out more.

We offer services for people who want to improve their emotional and physical health

- This includes providing a number of healthy lifestyles services, including Health Trainers, NHS Health Checks and Smoking cessation. Our sexual health service ([SASH](#)) is available across three London boroughs and we offer primary health care services for homeless people and individuals on the verge of becoming homeless at the Camden Health Improvement Practice (CHIP) service.
- We deliver an integrated health and wellbeing service in [Luton](#).

We offer services and support for people around finding employment

- We understand the importance of employment in helping a person with drug, alcohol or mental health issues, or a learning disability to get the most out of life and engage with the community.
- We also know that work fulfils deep psychological needs: it is central to identity and social roles and status, which in turn drive better mental and physical health. Go to the [Employment](#) page on our website to find out more.

Tender Process

Tender

A competitive tender process will be undertaken for the selection and appointment of new Suppliers. This section outlines the tender process, dates and assessment criteria.



All respondents must complete their response within the tender portal, however an additional supporting information can also be provided.

Any supplier contact should be managed through the portal to ensure probity.

Process and Timelines

Process Stage	Date
Tender issued	(D)
Tender 121 clarification via system with follow up calls if required	D + 1 week
Tender response deadline	D + 2 weeks
Tender review and shortlist	D + 3 weeks
Demonstration days	D + 4 weeks
Preferred supplier identified and contracting starts	D + 5 weeks

Assessment and Appointment

Assessment

Suppliers who wish to respond to the tender must first complete the online pre-qualification (Supplier Registration Form, SRF) .

Scoring of responses will be completed using an agreed weighting, an example is below. Price and Best Value will be a key consideration.

Stage	Weighting
Tender response / Functionality	30%
Strategic Fit	10%
Social Value	10%
Price	40%
Presentation / Additional Information	10%

Appointment

The preferred suppliers' appointment will be subject to:

- Agreement to Turning Point standard T&Cs
- Conformance to Turning Point's strategic direction from a supply perspective
- Compliance with security requirements

Contract Award

The successful supplier will be awarded the contract based on the highest weighted tender score.

Upon award the standard TP Services Contract will be used to outline the agreed terms including; deliverables, KPI's, pricing and payment terms.

A TP nominated representative will be appointed to manage the contract and it is expected that the successful supplier will appoint a named person to manage the account.

TP will market the contract internally and provide the relevant contact details to the supplier to assist with engagement.

Contract Management

Ongoing proactive contract management is vital to the success of the contract and both parties will work together to drive compliance, best value and innovation.

The TP Contract Management system enables automation of contract milestones.

Payment Process

Turning Point's standard terms are 30 days from invoice and paid either through the raising of a Purchase Order which is electronically transmitted to the suppliers email address with the PO to be referenced on all invoices. A No P/O No Pay policy is currently in operation.

The only exception is payment by the consolidated billing format where a monthly invoice is submitted to Procurement together with backing spreadsheet which outlines transactions and cost centres which are used for internal cross charging purposes.

All suppliers are required to register on the Turning Point Purchase Order System and maintain their own contact and bank details.

Social Value

Social value is the added social, economic and environmental benefits of the services we deliver e.g. our contribution to the health and wellbeing of the local population and getting people into work in the areas where we deliver services and minimising carbon emissions. There is a growing national policy emphasis on social value and we are increasingly required to demonstrate the social value we deliver which includes the work of our suppliers. The successful supplier shall be expected to support our social value strategy and to demonstrate an active commitment in the delivery of any contract with Turning Point.

You will need to demonstrate and provide evidence to this commitment, particularly in how you can support our services locally to maximise their social impact.

---ENDS---