

# Hull City Council deploys Commerce Decisions AWARD<sup>®</sup> software for its Extra Care Housing PFI Project

**Hull City Council has deployed the AWARD<sup>®</sup> software to support the procurement of a PFI contractor for its Extra Care Housing PFI Project. Using the Competitive Dialogue procedure, the project team is seeking a delivery partner to work with them to finance, design and run these innovative housing facilities.**

## Customer Profile

Created in 1972, Hull City Council is the governing body for the unitary authority and city of Kingston Upon Hull. With a population of over 263,900 the region has one of the highest population densities outside of London.

To support the needs of local people across the community, a wide variety of services are available in areas such as: Children and Families, Health and Social Care and Residential Care. With a number of people in Hull needing social care and housing, tackling health priorities and promoting healthier living is a significant priority for the Council.

The City Plan sets out the Council's priorities and ambitions focusing on five priorities; one of which relates to "Safeguarding the most Vulnerable residents" with the aim of supporting residents to stay as independent for as long as possible by providing extra support when needed in such a way that enables residents to keep as much control over their lives as possible. Hull identified that it can help those in need of extra care live a more independent and enjoyable life through the provision of Extra Care Housing.

## The Project

In 2010 the Council was successful in retaining PFI funding to move forward with its Extra Care Housing and Excellence in Dementia PFI Project; and in 2011 the Central Government approved the Council's Outline Business Case to support the project with £84m PFI Credits along with Council funding.

Extra Care Housing is a service providing self-contained housing with support for both

elderly and younger people in need of extra care. Care services are available to residents 24 hours a day, seven days a week. Independent living is promoted and people have control over their finances and can continue to live with their partner, friend or parent. It is housing as we know it but with support, care and safety built in.

Through the Extra Care Housing Strategy the City Council sought ways to increase the choices available to people in need of extra care.

This Project will deliver c300 one and two bed apartments as well as communal facilities on three sites across the City. The communal facilities will include restaurant, café, health and well being suite, hairdressing salon and activity rooms both for residents and community use. The three sites will act as community hubs and Centres of Excellence in Care. The homes will be designed with flexibility and adaptability to suit range of disabilities and care needs for independent living. On site care services will be available 24/7.

The apartments will be available for rent to anyone aged 18 years and over with care and support needs including older and working age people with physical and mental health disabilities.

Provision will also be in place for those with dementia. One of the benefits of extra care housing for people with dementia is that people can move there before they require high levels of social care.

Communal rooms and restaurant and a



café will be available for local people to come in and share in any activities and events taking place.

## The Procurement Challenge

The Council, in accordance with the funding requirements, elected to use the complex Competitive Dialogue procurement procedure. Delivering procurements using this procedure and effectively managing each stage of the tender process is a challenge for any contracting authority. Hull City Council's objective was to select a preferred PFI contractor to finance, build and operate services on three sites across the City. It was essential for the procurement to be carried out in an auditable and transparent manner; and for the project team to deliver both an effective and efficient procurement process.

In order to reduce the risk of legal challenge, the Council needed a robust method of evaluating and recording bidder responses. There was also a crucial need to effectively present complex information to project staff and bidders whilst adhering to a uniform and robust process. Underpinning the entire process, it was critical that the Council could demonstrate a clear and transparent audit trail at all the Bidders debrief stages.



Furthermore, it was essential to secure the engagement of multiple stakeholders across various geographical locations. This had to be done against tight time pressures in order to ensure the delivery of the entire project remained on schedule.

**“AWARD® has helped us immensely with our procurement process, allowing us to share large amounts of competitive dialogue documents between the bidders and the project team. AWARD® manages and keeps an automatic audit trail, and has proved an invaluable tool for evaluating the bids, particularly as our project evaluation team members and advisors are based at various different geographical locations.”**

**Darshan Chatha – Programme Manager, Hull City Council**

### **Role and value of Commerce Decisions and AWARD®**

With over 12 years unrivalled experience in working with project teams on strategic UK Public Sector procurements; Commerce Decisions was selected by the Extra Care Housing and Centre of Excellence in Care PFI project team to support the delivery of this programme. A primary driver in this selection decision was the need to ensure that their procurement challenges were successfully managed and overcome, and use of the AWARD® evaluation solution was seen as key in achieving this.

AWARD® is a comprehensive supplier evaluation solution that delivers an efficient approach to strategic procurements involving multiple stakeholders, high levels of risk, and significant budgets. To date the solution has supported over \$100billion of procurement projects across all sectors and diverse areas of business.

AWARD® is able to accommodate the range of procurement phases and stages that form the Competitive Dialogue

dialogue phases to the evaluation of the final submissions. AWARD® provided the confidence, efficiency and defensibility required to underpin the entire procedure.

### **Managing project stages**

Working closely with a consultant from Commerce Decisions, the configuration of the AWARD® system was process driven, led by the Extra Care project team. The team were then set up to use AWARD® to support the dialogue phases unaided. The team linked together the Users, Questions, Submissions and Answers to support the specific requirements of the project.

### **Enabling bidder interaction**

During the evaluation stages, AWARD® effectively captured and managed bidder clarification requests, providing the mechanism for suppliers to communicate directly with the Hull project team. All communications to and from bidders were formalised and recorded for auditing purposes.

### **In summary**

AWARD® is used throughout the Public Sector to support complex contract decisions, whilst ensuring compliance with the relevant procurement legislation.

Commerce Decisions provides a range of AWARD® project packages, from self service to full service solutions. The AWARD® solution and our services deliver cost-effective delivery of best practice methods matched to the needs, requirements and budgets of different project types.

Combining broad and deep procurement expertise with the efficiency and defensibility provided by an AWARD® deployment, Commerce Decisions' has supported a wide range of procurements across different sectors. All of these have benefited from the confidence delivered by a robust methodology, underpinned by a proven software solution.

## **AWARD® Benefits**

AWARD® delivers a transparent audit trail that underpins the bidder debriefing process and manages any challenges to the outcome of the procurement.

AWARD® is highly flexible, enabling full integration of the tender requirements and policies.

AWARD® enables project users to be managed centrally, optimising the time spent on evaluating suppliers.

AWARD® is delivered via a security-accredited hosted service. Users can access AWARD® from any workstation with an internet connection and web browser.

Powerful reporting capabilities allow a range of selected reports to be generated quickly and tailored to your project.

Enhanced controls allow better management of tender stages leading to efficiencies and on time project delivery.

AWARD® provides a structured and compliant approach to the execution of a procurement.

