

# Tendering for Homecare Services Workshop



**Wednesday 3rd March 2010**

Jurys Inn Derby Hotel, King Street, Derby, DE1 3DB

**Tuesday 12th October 2010**

London—Venue to be arranged

**Workshop presenter: Jane Orr—Campbell**

**Local authority contracts are still the mainstay of homecare providers, with some 82% of homecare providers' work coming this way.**

Even with the growing personalisation agenda contracting continues to play a major part in business development and growth.

Jane Orr-Campbell says "The first thing to be aware of when tendering is that no matter how high quality a service you currently provide, you must approach a tender as if your organisation is completely unknown to the purchaser. Like exams, there is a technique to tendering which, if learned, will increase your chances of success."

The topics covered in the workshop will include:

- Notification of upcoming tender
- Advertising the tender
- Understanding the legal documents
- Expression of interest
- Pre-qualification questionnaire
- Pre-tender meeting

- Invitation to tender
- Identifying and mitigating risk
- Questions about the tender
- Writing method statements
- Calculating pricing including amortised rates
- Completing tender documents and submission.

This workshop will also provide strategies for unsuccessful tenderers and show how organisations can still grow if they fail at the contract award.

Jane has had significant tendering success in this specialised field, and is a regular speaker at UKHCA's tendering workshops and other events.

Comments made by delegates attending Jane's previous workshops include:

"Brilliant. Accessible style and so obviously knowledgeable"

"Very good speaker...clarified my thoughts"

"Very informative"

## Workshop prices

UKHCA Members £85+vat (£99.88): Non-members £150+vat (£176.25)

In addition to our range of services, UKHCA's member organisations enjoy substantial discounts on conference fees and publications. For more information visit: [www.ukhca.co.uk/joining.aspx](http://www.ukhca.co.uk/joining.aspx).

## **Aims of the workshop**

Delegates will understand the relationship between contractual risk and tendered price.

## **Objectives**

To learn key concepts that enable contractual obligations to be identified and their potential impact assessed.

## **Learning outcomes**

Delegates will be able to describe the stages of a tender process from advertisement to award.

Delegates will be able to suggest a range of commercial responses that will enable a successful bid to operate within an identified budget.

Delegates will be suitably prepared to assess contractual risks and to submit a tender for a domiciliary care contract.

## **Workshop programme**

### **09:30 Registration and refreshments**

10:15 The morning session will set the context for the workshop before explaining what a tender is and the different types of local authority contracts, including 'spot', 'block' and 'cost and volume' contracts.

Turning to the mechanics of tendering, the workshop will review the stages of a tender process, looking at where contracts might be advertised, writing an expression of interest and completing a pre-tender questionnaire.

### **Refreshments will be served during the morning session**

### **13:00 Lunch—a valuable opportunity to network over lunch**

13:45 The afternoon session will look at key tender documents, including the Invitation to Tender, the Draft Contract and the Contract Specification.

A look at the skills involved in preparing a bid will include assessing risks and spotting potential deal breakers. An understanding of pricing considerations will include a review on how the UKHCA costing model can be used to calculate a fair contract price.

The implications of "TUPE" will be identified. The day will close with a collection of tips for completing successful bids.

### **Refreshments will be served during the afternoon session**

### **16:15 Close of workshop**

*The programme may be subject to change without notification*

## **Who should attend?**

These workshops are designed for domiciliary care providers who wish to supply services under contract with a local authority or primary care trust. Delegates may have previously responded to a tender, or may have no prior experience of the process.



## UKHCA Resource Packs

Below are some of the training resources available from UKHCA. To view further resources please go to [www.ukhca.co.uk/productlist.aspx](http://www.ukhca.co.uk/productlist.aspx).

### Caring for People with Dementia: A Training Guide for Domiciliary Care Workers

This training guide has been written using the principles within the Skills for Care Knowledge Set for dementia. The training guide contains information about the different types of dementia and how people with dementia can be supported at home. The training guide can be used as a management resource, as a self-directed learning tool or as a framework for an in-house training course.

Included in the pack is a training guide, a set of acetates, exercises, competency tests and some aide memoirs designed for care workers to take home as a reference.

A4 File 138pp. £40 (UKHCA members) £95 (non-members)



### Infection Control Train the Trainer Programme

This training programme has been written specifically for domiciliary care staff, using the principles within the Skills for Care Knowledge Set for infection control. The programme is designed to help organisations raise awareness of the causes of infection, how it spreads and what can be done to prevent or reduce infection. The training guide has been designed to help you run your own in-house infection control training programme.

Included in the pack is a training guide, a set of acetates, exercises and a list of resources.

A4 File 80pp. £28.75 (UKHCA members) £53.75 (non-members)



### Food Hygiene Train the Trainer Programme

This training programme has been written specifically for domiciliary care staff, using the food hygiene principles within the Skills for Care Knowledge Set for nutrition and well-being. The pack allows staff to be trained in-house in good hygiene techniques during food preparation, storage and cooking.

Included in the pack is a training guide, a set of acetates, exercises, a set of basic food hygiene test papers and a list of resources.

A4 File 147pp. £40 (UKHCA members) £95 (non-members)



### Nutrition Resource Guide and Training Programme

This resource pack and training programme has been written specifically for domiciliary care staff, using the principles within the Skills for Care Knowledge Set for nutrition and well-being. The pack allows staff to be trained in-house in the principles of nutrition, menu planning and food preparation.

Included in the pack is resource guide, a training programme, exercises and handouts.

A4 File 168pp. £37.50 (UKHCA members) £85.00 (non-members)

