

TENDERER'S TECHNICAL OFFER ^(Note 3) (ORGANISATION & METHODOLOGY)

N.B. The Key Experts Form, the Statement of Availability Form, the Self-declaration form for Key Experts (relating to public employees) and CVs & Literature are subject to Note 2. Any other components of the technical offer are under Note 3.

The following are the key components to the Technical proposal and thus each section below is to be tailored by the Contracting Authority to the specific requirements of the tender and in particular should reflect what is requested in the Terms of Reference.

Where in this tender document a standard, brand or label is quoted, it is to be understood that the Contracting Authority will accept equivalent standards, brands or labels. However, it will be the responsibility of the respective bidders to prove that the standards, brands or label they quoted are equivalent to the standards, brands or labels requested by the Contracting Authority.

A technical offer is to be provided by the Economic Operator in response to Terms of Reference. The submission shall be in a structured form and is to be in the same sequence as listed hereunder for ease of reference and evaluation.

RP03/2021 - Request for Proposals for the Provision of Carer Services for Care Homes for Older Persons & Dementia Activity Centres within the Active Ageing & Community Care (AACC)

Lot 4 - Carer Services for Case Management Service in the Community

1. PERSONNEL TO BE EMPLOYED ON CONTRACT

Sub Criterion 1A: Qualification of Carers

In order to ensure a good quality service, all carers shall be pegged with government salary scales as per Special Conditions Articles 7.17 and 39.5 and shall as a minimum possess a qualification as stated in Section 3 - Terms of Reference No 4.2 Specific Activities, Clause 3 - Qualification for Carers.

- Economic operator is to submit a declaration that employees to be employed on contract shall possess qualification in health care as specified in Section 3 - Terms of Reference No 4.2 Specific Activities, Clause 3 - Qualification for Carers and must have a certificate of MQF grading (or equivalent) issued by Malta Qualification Recognition Information Centre (MQRIC). If the equivalent certificate is not issued by MQRIC, the Economic Operator is responsible to ascertain that such a certificate is recognised by the Malta Qualification Recognition Information Centre.

Sub Criterion 1B: License for Social Welfare Service

Economic operator is to submit a declaration that she/he is licensed by the Social Care Standards Authority (SCSA) to provide the respective social welfare service.

If license has not yet been issued, Economic Operator is expected to submit documentary evidence from SCSA that the process has been started.

As per Section 3, No 2.2 Specific Objectives, No e).

Sub Criterion 2: Induction Course

The induction course prior to commencement of employment shall establish clear foundations and expectations of the role of the employee in the respective area. A certificate of attendance for all induction courses provided (and any applicable proof) to employees engaged on contract shall be issued to every attendee and presented to the Contracting Authority during implementation stage. All expenses related to the induction course are to be incurred by the Contractor.

As per Section 3, No 4.2 Specific Activities, Clause 4.

Proposed methodology through the submission of a write-up report of approximately 4,000 - 5,000 words demonstrating how the economic operator shall equip all employees with the relevant induction course pertaining their respective role and for the provision of expected quality of service.

In such methodology, the Economic Operators are requested to submit the programme of:

- i. An **INDUCTION COURSE** provided prior to commencement of employment to carers which induction course shall establish clear foundations and expectations including topics to be covered as per hereunder list which topics shall include and are not limited to:
 - a) Role of the Carer
 - b) Food Handling
 - c) Basic Life Support
 - d) Ethics, Integrity, Social Responsibility
 - e) Communication and Documentation
 - f) Basic First Aid (How to deal with an emergency, bleeding, trips and falls, burns and hypothermia)
 - g) Moving and handling
 - h) Training for Communication and Customer Skills (soft skills)
 - i) Health and Safety
 - j) Infection Prevention and Control
 - k) Continence Care

Once tender is awarded, one (1) month from the employment date of each employee, the Service Provider shall submit proof that the induction course has been duly effected and that the number of hours indicated in the technical offer have been delivered accordingly.

- ii. A **SPECIALISED DEMENTIA INDUCTION COURSE** provided prior to commencement of employment to all carers working in a dementia unit environment and those carers who are in direct contact and require special knowledge and skills to provide excellent care assistance for people with dementia. Topics to be covered shall be as per hereunder list which topics shall include and are not limited to:
 - a) Knowledge on dementia disorders;
 - b) Person-centred care;
 - c) Care interactions;
 - d) Enriching the person's life via activities;
 - e) Understanding, coping and dealing with problem behaviours;

- f) Interacting with families;
- g) Care planning and use of restraints.

Once tender is awarded, one (1) month from the employment date of each employee, the Service Provider shall submit proof that the specialised dementia induction course has been duly effected and that the number of hours indicated in the technical offer have been delivered accordingly.

For the above criteria, marks shall be given in terms of:

- a) Quality of induction programmes offered to respective employees;
- b) Duration of programmes offered; (1) point will be given to the Economic Operator providing the highest number of hours and **exceeding 32 hours** in total of all the combined induction courses);
- c) How the proposed induction course translates the Service Provider's values towards holistic care;
- d) Provision of practice-based learning with theoretical or knowledge-based content including active participation from participants.

Sub Criterion 3: Orientation / Shadowing

All carers to be employed on contract shall be given an orientation/shadowing session after they have passed successfully an interview conducted by the Head of the Care Home for Older Person/Dementia Activity Centre Coordinator/Case Manager Practice Nurse. The Orientation/Shadowing session shall establish clear foundations and expectations and the carers shall receive information regarding policies, procedures, standards and documentation to support practice and to familiarise with the Care Home for Older Persons/Dementia Activity Centres/Case Management Service.

The duration of the orientation/shadowing session shall be effected as per hereunder:

a) Case Management Service in the Community

Split on two (2) consecutive weeks for a total of eighty (80) hours excluding break.

All expenses related to the orientation/shadowing session are to be incurred by the Contractor.

As per Section 3, No 4.2 Specific Activities, Clause 5.

Economic operator is to submit a declaration that all employees to be employed on contract shall be given orientation/shadowing session according the respective place of work this is: for a total of eighty (80) hours excluding break split on two (2) consecutive weeks for employees working in the case management team.

Sub Criterion 4: Ongoing Staff Training

Proposed methodology through the submission of a write-up report of approximately 2,000 - 2,500 words demonstrating how the Economic Operator shall provide staff with yearly ongoing training. The methodology shall emphasise the importance of maintaining a continuous learning programme to develop a core of well-trained employees whose performance will enhance the company's abilities to provide the Care Home for Older Persons/Dementia Activity Centres/Case Management Team a high level of service. Topics are to be clearly portrayed according to employees working in all respective areas. At the end of every programme a suitable assessment must be undertaken to ascertain that the

employees have attained the required competence and skills relative to their area of deployment. A certificate of attendance of employees engaged on contract shall be issued to every attendee yearly and presented to the Contracting Authority during the implementation stage.

All expenses related to the ongoing staff training are to be incurred by the Service Provider. As per Section 3, No 4.2 Specific Activities, Clause 6.

For the above criteria, marks shall be given in terms of:

- a) Quality of ongoing staff training programmes offered to respective employees including specialised programmes;
- b) Duration of programmes offered; (one (1) point will be given to the Economic Operator providing the highest total number of hours and **exceeding 16 hours yearly** for the ongoing staff training);
- c) Provision of practice-based learning with theoretical or knowledge-based content including active participation from participants.

Sub Criterion 5: Other Skills

The Service Provider shall provide a mix of carers whereby some of them are able to communicate fluently in at least the English language (spoken and written) and some are able to communicate fluently (spoken and written) in both Maltese and English. The carers shall have good communication and customer care skills.

Lot 4 - Case Management Service in the Community

The Service Provider shall bind oneself to have all carers who are able to communicate fluently in the English language (spoken and written) and a minimum of 80% of all carers provided during the day who are able to communicate fluently in both Maltese and English (spoken and written). The Service Provider shall bind oneself to have the aforementioned mix of carers during the day for the Case Management Service in the community. It is imperative that the residents' language needs are met at all times.

To this effect, it will not be acceptable that during contract performance, the Service Provider does not provide the mix of carers as requested leading to residents/beneficiaries suffering due to language barrier.

Economic Operator is requested to submit a declaration stating that s/he shall bind oneself to have all carers who are able to communicate fluently in the English language (spoken and written) and confirms the minimum number of carers **for each lot** who are able to communicate fluently in both Maltese and English (spoken and written).

As per Section 3, No 4.2 Specific Activities, Clause 7.

If Maltese language lessons are needed, these shall be provided by the Service Provider and all proposed employees shall sit for a Maltese Proficiency Test by a competent authority as determined by the Contracting Authority and a certificate shall be issued to every attendee and presented to the Contracting Authority within one (1) year from course application.

All expenses related to the Maltese language lessons are to be incurred by the contractor. As per Section 3, No 4.2 Specific Activities, Clause 7.

Economic Operators are requested to submit a declaration that if Maltese language lessons are needed, these shall be provided by the Service Provider.

2. CONTRACT MANAGEMENT AND OPERATIONS - OVERALL COORDINATION STRATEGY AND CONTRACT INFRASTRUCTURE

Sub-Criterion 1: Quality of Service Provision

Proposed methodology through the submission of a write-up report of approximately 6,500 - 7,000 words demonstrating how the economic operator shall ensure that the employees on site provide the expected level of service.

This shall include, but not limited to:

- Vision and mission for the quality of the service provided;
- Organogram;
- List and respective executive summary of Standard Operating Procedures (SOPs) and policies of which must include the following:
 - Rights and Obligations of the Resident;
 - Infection Control;
 - Least Restraints Use;
 - Discharge, Death and Dying (inclusive of different religions);
 - Valuables and Financial Affairs;
 - Complaints;
 - Incident Reporting;
 - Disciplinary Proceedings'
 - Smoking;
 - Uniform;
 - Promoting Continence;
 - Data Protection;
 - Moving and Handling;
 - Zero Tolerance to Abuse;
 - Managing Suicidal Threats.
- Pool of employees and necessary skills match including staff qualifications;
- Research tools that will be used in the methodology to measure standards of services provision;
- Actions taken to rectify shortcomings in service provision.

As per Section 3, No 4.2 Specific Activities, Clause 8.

Sub-Criterion 2: Key Expert - Supervisor

The Supervisor shall be employed on an on call 24-hour basis and will be responsible for the co-ordination of the service provision and to assist with the replacements/rosters. Supervisor shall allocate a minimum of four (4) hours weekly on-site visit at each Care Home for Older Persons, Dementia Activity Centres and for the Case Management Service in the community. An attendance sheet shall be

submitted per month and shall be certified correct by the Head of Care Home, Dementia Activity Coordinator or Case Management Practice Nurse as applicable.

Supervision expenses are to be incurred by the contractor.

Show through the submission of a write-up report of approximately 1,500 - 2,000 words how the Key Expert will ensure that the following tasks will be carried out in a timely manner:

- a) Provision of advice and assisting the carers on duty to determine way forward with regards to issues arisen during service provision.
- b) Provision of advice and making recommendations to the Contracting Authority related to service provision.
- c) Attending to meeting/s requested by the Contracting Authority.
- d) Co-ordination of adequate level of service provision including but not limited to provision of assistance on a 24/7 basis (including Sundays and Public Holidays).
- e) Assistance with replacements/rosters.
- f) Proper supervision and inspection of carers deployed, at least a minimum of four (4) hours weekly on-site visit at each Care Home for Older Persons, Dementia Activity Centre and Case Management Service in the community and a copy of inspection report is to be submitted monthly by the Service Provider to the Contracting Authority.
- g) Strengths, weaknesses, opportunities and threats of the project and possible ways to mitigate these.

As per Section 3, Article 6.1.1: Key Expert 1 - Supervisor.

Sub-Criterion 3: Key Expert Qualification and Experience

For this tender, the **Key Expert in the role of Supervisor shall be as a minimum a Senior Carer/Carer** having at least MQF Level 4 qualification (or equivalent) in health care issued by a registered and licensed institution and that qualification must have a certificate of MQF grading (or equivalent) issued by Malta Qualification Recognition Information Centre (MQRIC) or University of Malta (UOM). If the equivalent certificate is not issued by MQRIC, the Economic Operator is responsible to ascertain that such certificate is recognised by the Malta Qualification Recognition Information Centre. The proposed Key Expert shall have as a minimum five (5) years' experience in caring and who is fluent in English (written and spoken).

The Economic Operator shall provide details including CVs, qualification certificates including MQF Level, Food Handling and Basic Life Support certificates for the proposed Key Expert as listed in Section 1, Article 5 (C) (i) 2 and Section 3 - Terms of Reference, Article 6.1.1.

Tenderers meeting the minimum requirements in terms of **qualification** shall be awarded two (2) points, whereas higher qualification shall be awarded additional points as per below:

- MQF Level 4 qualification (or equivalent) in health care issued by a registered and licensed institution and that qualification must have a certificate of MQF grading (or equivalent) issued by Malta Qualification Recognition Information Centre (MQRIC) or UOM - 2 points

- MQF Level 5 qualification (or equivalent) in health care issued by a registered and licensed institution and that qualification must have a certificate of MQF grading (or equivalent) issued by Malta Qualification Recognition Information Centre (MQRIC) or UOM - 4 points
- MQF Level 6 qualification (or equivalent) in health care issued by a registered and licensed institution and that qualification must have a certificate of MQF grading (or equivalent) issued by Malta Qualification Recognition Information Centre (MQRIC) or UOM - 6 points

Tenderers meeting the minimum requirements in terms of **experience** shall be awarded two (2) points, whereas greater experience shall be awarded additional points as per below:

- Five (5) years' experience as Senior Carer / Carer - 2 points
- More than seven (7) years but less than ten (10) years' experience as Senior Carer / Carer - 4 points
- More than ten (10) years' experience as Senior Carer / Carer - 6 points

Sub-Criterion 4: Back-up Capacity (Contingency Plans)

The Economic Operator is to submit a Contingency Plan in the form of a write-up report, of approximately 1,000 to 1,500 words.

The contingency plan is to include **response time in the event of emergencies** and which shall also include at least provisions for the following:

- i. Substitution of personnel in case of unexpected absence, such as industrial actions affecting the Service Provider's workforce within a maximum of two (2) hours.
- ii. Breakdown of public transportation system that may effect the ability of the personnel to arrive punctually to their place of work within a maximum of two (2) hours.

Sub-Criterion 5: Reporting Requirements

- 1) The Service Provider shall keep any records as may be reasonably required by the AACC Representative. Such records shall consist of documents which serve to provide evidence that any services to be performed by the Service Provider have been performed in accordance with agreed terms and standards, and in accordance with applicable good and prudent practices. The said records shall be open to inspection without prior notice by the AACC Representative which may, if it requires, request and obtain a copy of the said records.

AACC shall pay the Service Provider for services rendered on a monthly basis. All invoices issued by the Service Provider shall be accompanied by timesheets of all carers working in the respective Care Home for Older Persons / Dementia Activity Centre / Case Management Service in the Community.

Details for Invoice

- Name of Care Home for Older Persons / Dementia Activity Centre / Case Management Service in the Community
- Month when services are carried out
- Total hours for weekdays including Saturdays
- Total hours for Sundays & Public Holidays
- Hourly Rate for weekdays including Saturdays
- Hourly rate for Sundays & Public Holidays

Details of Timesheet

- Date when work was performed
- Name & Surname of Carer
- Time In
- Time Out
- Signature of person in charge
- Hours worked on weekdays including Saturdays
- Hours worked on Sundays & Public Holidays
- Indication if carer was on leave or sick leave

The Contracting Authority reserves the right to request additional details during the course of the contract as it deems necessary.

Economic Operator is expected to submit **an invoice and timesheet template** including all details mentioned above (Maximum: 1 point for each template).

As per Section 3, No 7.1 Reporting Requirements, Clauses 7.1.1.

- 2) The Service Provider shall submit an Incident Report within twenty-four (24) hours from occurrence of incident. In case of serious incidents, Service Provider shall inform Contracting Authority imminently. The Service Provider is to adhere to any respective Standard Operating Procedure which will come into force following signing of contract agreement.

Economic Operator is expected to submit **an incident report template in case of an incident**. The incident report shall at least include date of incident, name of person/s involved, description of the incident, name of witness/es and medical/Police reports (if applicable).

As per Section 3, No 7.1 Reporting Requirements, Clauses 7.1.2.

- 3) The successful contractor must ensure that s/he has the necessary resources to guarantee the replacement of staff on vacation and sick leave. The Contractor is to ensure an efficient and uninterrupted provision of services at all times. Emergency replacements shall be provided by the Service Provider within two (2) hours from notification. With regards to replacement of staff, if for example a replacement is required at Mtarfa Home, the Service Provider shall provide staff from Mtarfa Home staff complement who are already employed at Mtarfa Home. This applies to the other Care Homes for Older Persons, Dementia Activity Centre/Night Shelter and Case Management Service in the community.

The Service Provider shall submit a **Daily Emergency Staff Replacement template** illustrating daily emergency replacements per Government Care Home for Older Persons / Dementia Activity Centre / Case Management Service and **Standard Operating Procedure** as to how emergency staff replacement is dealt within the stipulated timeframes. It is imperative to note that in case of emergency leave or sick leave it is the Service Provider who shall make the necessary arrangements and contact the respective staff for replacement.

As per Section 3, No 7.1 Reporting Requirement Clauses 7.1.3 and 7.1.4.

Sub-Criterion 6 - Carer Uniform

The Economic Operator shall provide, at his/her own cost, uniform to all carers employed on this contract bearing the contractor's logo. As a minimum the uniform shall incorporate a tunic, trouser, cardigan and shoes. The Economic Operator shall ensure that all carers maintain a smart and clean appearance in line with the Dress Code Policy of the AACC and is bound to adhere to any amendments of

the Dress Code Policy during performance of contract. All carers or other authorized representatives shall wear means of photo identification provided by the Contractor. This form of identification must be worn at all times during employees' shift at Care Homes for Older Persons, Dementia Activity Centres and when on duty at AACC premises and beneficiaries' residences.

Economic Operators are to provide details of the uniform together with a visual/picture/photo illustrating all minimum requirements.

As per Section 3, No 4.2 Specific Activities, Clause 19.

3. SOCIAL ASPECTS

Sub-Criterion1: Equal Opportunities

- Evidence that economic operator is an Equal Opportunities employer in line with the Equality Mark (or equivalent) issued by the NCPE (or equivalent).

Economic operator is expected to submit a copy of the National Commission for the Promotion of Equality (NCPE) Equality Mark or equivalent certification.

- Proof that the economic operator meets the Legal requirements for the employment of disabled people.

Economic operator is expected to submit documentary evidence from Jobsplus (or equivalent) that the legal requirement for the employment of disabled people is in place.

Sub-Criterion2: Proof of Good Working Conditions

All proofs submitted should not relay 3rd party information such as employee personal details. As such, all 3rd party personal details should be blacked out.

- Wages are paid by credit transfer; costs of which are borne by the Contractor.

Proof is to be provided e.g. Agreement with a Bank or Written communication between bidder and Bank confirming credit transfer settlement of wages.

- Employees are provided with a detailed payslip.

Economic operators are expected to provide a copy of a payslip

- Employees have a written contract.

Economic operators are expected to provide a copy of a written contract agreement between the bidder and an employee.

- Contractor to provide proof of insurance cover to its employees in case of injury during work.

Economic operators are expected to provide a copy of the current and valid employers' liability insurance cover. As per Section 3, No 2.1 Specific Objectives, c).

- A collective agreement is in place and registered with the Department of Industrial and Employment Relations (or an equivalent foreign authority if the Economic Operator is registered abroad. In all instances, the collective agreement must include the criteria of employment law conditions as set by Employment and Industrial Act (EIRA) Cap 452 and subsidiary applicable Legislations.

EIRA CAP 452 may be accessed from

<http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=8918&l=1>

Economic Operators are to provide a copy of a valid collective agreement, as an attestation of the above.

In addition if a company is registered in a foreign country and has a collective agreement in place the Economic Operator shall also submit a self-declaration whereby it is declared that such agreement include the minimum criteria of Employment Law as described above.

- Contractor provides bonuses over and above those stipulated by the state. Economic operator is to provide proof by submitting a copy of a bonus statement.

Sub-Criterion 3: Trade Union Membership

Confirm through a declaration by the Contractor that employees are free to join a trade union of their choice, with no restrictions imposed.

Sub-Criterion 4: Immunisation and Vaccination

Confirm through a declaration that all carers performing the requested services are to be given all compulsory statutory immunization and vaccinations provided by the Government to all Maltese citizens. If foreign carers are proposed, the Economic Operator shall declare that all compulsory statutory immunization and vaccinations given to all Maltese citizens will be given to proposed carers at the Contractor's expense and these shall include vaccines against Hepatitis B and Covid19. Moreover, the Economic Operator shall ensure that all proposed carers have undergone Tuberculosis (TB) screening.

As per Section 3, No 4.2 Specific Activities, Clause 27.