

# TECHNICAL OFFER (ORGANISATION & METHODOLOGY)<sup>(Note 3)</sup>

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

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

## RP 04/2021 - REQUEST FOR PROPOSALS FOR THE PROVISION OF HOME HELP SERVICES IN THE COMMUNITY WITHIN THE ACTIVE AGEING & COMMUNITY CARE

### A. PERSONNEL TO BE EMPLOYED ON CONTRACT

#### Sub Criterion 1 - Home Helpers Courses & Training

The Economic Operator is to submit:

- i. A Declaration that all personnel performing the requested service shall have the ability to communicate in both Maltese and English and that non-Maltese speaking helpers will be provided with a basic course in the Maltese language within six months of employment. All expenses related to the Maltese language lessons are to be incurred by the Economic Operator.
- ii. A Declaration that all personnel performing the requested service shall have a clean police conduct certificate issued within the last one (1) month from the last date on contract agreement.
- iii. A Declaration that all personnel performing the requested service shall be given at least eight (8) hours of training to ensure quality service provision. The training should be delivered by competent persons and a certificate of attendance should be given to every attendee. Expenses are to be incurred by the Contractor.
- iv. A proposal including the training programme and duration is to be submitted. This must include, but not limited to, training on general cleaning, infection prevention and control, standards of service delivery and customer care.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 2 'Home Helpers' and Spec 3 'Training Course'.

### B. CONTRACT MANAGEMENT AND OPERATIONS - OVERALL COODINATIONAL STRATEGY AND CONTRACT INFRASTRUCTURE

## Sub Criterion 1 - Quality of Service Provision

The Economic Operator is to submit the proposed methodology (scheduled work plan) demonstrating how the Economic Operator shall ensure that the expected level of service is to be provided. This shall include, but not limited to:

- i. Vision and mission for the quality of the provided service;
- ii. List of Standard Operating Procedures (SOPs) and Policies including the following:
  - Complaints;
  - Incident Reporting;
  - Disciplinary Proceedings;
  - Smoking;
  - Substance Abuse;
  - Mobile Use;
  - Gifts Policy;
  - Uniform;
  - Data Protection and Confidentiality;
  - Zero Tolerance to Abuse.
- iii. Actions taken to rectify shortcomings in service provision;

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 8 'Quality of Service Provision'

- iv. A Declaration that the Economic Operator has an adequate IT infrastructure to support day-to-day work as well as would be in a position to utilise an IT system or software provided by Active Ageing and Community Care if requested;

As per Section 3 'Terms of Reference', Clause 4.3 'Additional Services', Spec 4.3.3 'IT System'

- v. A list of measures of how the Economic Operator aims to ensure that new requests for Home Help services are commenced within the timeframe indicated in Clause 4.4 of Section 3 'Terms of Reference' as well as to how urgent cases will be catered for;

As per Section 3 'Terms of Reference', Clause 4.4 'Response time to allocate new services'

- vi. A list of measures of how the Economic Operator aims to ensure that effective mechanisms to replace the Contractor's Home Helpers as well as to relieve Active Ageing and Community Care's Home Helpers are in place.

As per Section 3 'Terms of Reference', Clause 4.5 'Replacement mechanism for vacation leave and sick leave'

## Sub Criterion 2 - Backup Capacity (Contingency Plans)

The Contractor must ensure that s/he has the necessary resources to guarantee an efficient and uninterrupted provision of services at all times. The Contractor shall have in place a contingency plan that can realistically deal with the below eventualities.

The Economic Operator is to submit a Contingency Plan. This shall include the **response time in the event of emergencies** and at least provisions for the following:

- i. Substitution of personnel in case of sick at short notice/emergency leave and/or for any reason if personnel fails to report duty, resignation or exoneration within a maximum of twenty-four (24) hours;
- ii. Substitution of personnel in case of unexpected absence, such as industrial actions affecting the Contractor's workforce within a maximum of twenty-four (24) hours;
- iii. Breakdown of public transportation system that may affect the ability of staff to arrive punctually at their work place within a maximum of twenty-four (24) hours;
- iv. Force majeure situations including any act of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, fire, explosion or exceptionally bad weather.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 9 'Contingency Planning'.

### **Sub Criterion 3 - Reporting Requirements**

The Economic Operator is to submit a write-up report together with templates indicating the following Reporting Requirements:

- i. Draft Monthly Report Template including rosters to illustrate the number of hours rendered in requested services for the respective month;
- ii. Draft Weekly Report Template of relieving services;
- iii. Draft Weekly Report Template of clients who refused service;
- iv. Draft Attendance Record Sheet Template of Home Helpers;
- v. Draft Report Template in case of any incidents or complaints logged.

As per Section 3 'Terms of Reference', Clause 7.1 'Reporting Requirements'

### **Sub Criterion 4 - Key Experts - Home Help Service Coordinators**

The Contractor shall appoint Home Help Service Coordinators who will be in liaison with the Active Ageing and Community Care for the smooth and efficient running of the service. In the Home Help Service Coordinator's absence, a deputy Service Coordinator/representative shall be present.

The Economic Operator is to submit:

- i. A Declaration that the Economic Operator will employ the required number of Home Help Service Coordinators at a minimum ratio of one Service Coordinator per 600 households (Currently the number of households who use Home Help service stands at around 3000).

As per Section 3 'Terms of Reference', Clause 6.1.2 'Support Staff and Backstopping'.

- ii. A Declaration that Home Help Service Coordinators will have a minimum of three (3) years' work experience in hospitality services, management or operations and that they will be in possession of MQF Level 5 (or equivalent) in Management, Human Resources, Operations, Hospitality or other comparable qualification.

As per Section 3 'Terms of Reference', Clause 6.1.1 'Key Expert - Home Help Service Coordinators'.

The Economic Operator is to show through the submission of a write-up report showing how the Home Help Service Coordinators will ensure that the following tasks will be carried out in a timely manner:

- a. Plan and coordinate visits to introduce helpers to clients when introducing new service and/or when helpers are changed;
- b. Responsible for all aspects of the day-to-day operations ensuring smooth efficient service provision that meets the expectations and needs of the clients and the Contracting Authority, managing staff teams and ensuring compliance with service delivery standards and that the quality of the services provided meets tender requirements;
- c. Deal with incidents/complaints related to Clause 4.6 of Section 3 'Terms of Reference';
- d. Liaise with Active Ageing and Community Care's Home Help Administration Office and Area Supervisors to report incidents/issues during service provision as well as to submit the required reports/lists as per Clause 7.1 of Section 3 'Terms of Reference';
- e. Provide advice and make recommendations to the Contracting Authority related to service provision;
- f. Attend a minimum of four (4) meetings with the Contracting Authority, or as requested (either the Home Help Service Coordinator or his/her representative);
- g. Assist with replacements and rosters.

As per Section 3 'Terms of Reference', Clause 6.1.1 'Key Expert - Home Help Service Coordinators'.

### **Sub Criterion 5 - Uniform/Attire**

The Economic Operator is to submit:

- i. Details of the uniform/attire together with a clear coloured visual/picture/photo illustrating all minimum requirements, including the Economic Operator's logo and identification badge showing the employees' details coloured photo and Economic Operator's logo.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 4 'Staff Uniform'

- ii. A declaration that the Economic Operator will supply employees with a visor/cloth mask/surgical mask, disposable gloves and alcohol sanitisers. In the case of surgical masks, a new mask per day is to be given to every employee.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 5 'Protective Clothing and Products'

## **C. SOCIAL ASPECTS** (Any information regarding third parties is to be blacked out in line with GDPR)

### **Sub Criterion 1 - Equal Opportunities**

**N.B. to Sole Traders/ Companies with no Employees:**

'Sole Traders/Companies with no Employees' that are sub-contracting the services to known third parties, at tendering stage, are also to provide the necessary proof/evidence as per the set requirements of the 'Company with Employees' on behalf of the sub-contractors.

The Economic Operator is to submit:

- i. Evidence that the Economic Operator is an Equal Opportunities employer in line with the Equality Mark or equivalent;

*A copy of the NCPE (or equivalent) Equality Mark certificate is to be provided.*

- ii. Proof that the Economic Operator meets the Legal Requirements for the employment of disabled people.

*Proof/evidence through appropriate documentation through Jobs Plus or the relative state body shall be provided.*

## **Sub Criterion 2 - Proof of Good Working Conditions**

**N.B. to Sole Traders/ Companies with no Employees:**

'Sole Traders/Companies with no Employees' that are sub-contracting the services to known third parties, at tendering stage, are also to provide the necessary proof/evidence as per the set requirements of the 'Company with Employees' on behalf of the sub-contractors.

All proof submitted should not rely on 3<sup>rd</sup> party information such as employee personal details. All 3<sup>rd</sup> party personal details should be blacked out.

The Economic Operator is to submit proof indicating the following:

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

*Proof is to be provided eg: Agreement between Bank or Written communication between bidder and Bank confirming direct credit settlement of wages.*

- ii. Employees have a written contract;

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

- iii. Employees are provided with a detailed payslip;

*Economic Operators are expected to provide a copy of a payslip.*

- iv. A Valid 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 minimum 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. It is the responsibility of the Economic Operator to provide valid proof that the collective agreement was duly registered with the DIER.*

*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 includes the minimum criteria of Employment Law as described above.*

- v. Economic Operators are to provide proof of insurance cover to its employees in case of injury during work.

*A copy of an Employers' Liability Insurance Cover is to be provided.*

### **Sub Criterion 3 - Trade Union Membership**

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

### **Sub Criterion 4 - Immunisation and Vaccination**

- i. The Economic Operator is to submit a declaration that all personnel performing the requested service is given the required vaccinations, including but not solely, vaccines against COVID-19 and INFLUENZA, shall ensure that all proposed carers have undergone Tuberculosis (TB) screening. All vaccines are to be given at the contractor's expense.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 6 'Immunisation'