

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/000196-2021>

Contract

## **Homecare and Support on the Isle of Wight**

Isle of Wight Council

F03: Contract award notice

Notice identifier: 2021/S 000-000196

Procurement identifier (OCID): ocds-h6vhtk-02880a

Published 6 January 2021, 2:08pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Isle of Wight Council

County Hall, High Street

Newport

PO30 1UD

#### **Contact**

Mr Luke Stone

#### **Email**

[luke.stone@iow.gov.uk](mailto:luke.stone@iow.gov.uk)

#### **Telephone**

+44 1983821000

#### **Country**

United Kingdom

**NUTS code**

UKJ34 - Isle of Wight

**Internet address(es)**

Main address

<http://www.iwight.com>

Buyer's address

<http://www.iwight.com>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

---

**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Homecare and Support on the Isle of Wight

Reference number

DN487503

**II.1.2) Main CPV code**

- 85000000 - Health and social work services

**II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Isle of Wight Council ('the Authority') is inviting organisations to apply to tender for the provision of Homecare and support on the Isle of Wight.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £9,318,469,680

### **II.2) Description**

#### **II.2.1) Title**

Lot 1- West and Central Wight Locality;

Lot No

1

#### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

#### **II.2.3) Place of performance**

NUTS codes

- UKJ34 - Isle of Wight

#### **II.2.4) Description of the procurement**

Where possible we are seeking to align our values partners to the locality areas to promote more person centred, community-based care and support.

Alignment of homecare and support provision in the locality areas will enable provision to become a key part of the localities work and improve the offer for those we serve. The aim of the localities is that people will receive improved, appropriate and holistic care. As part of 'business as usual' for community services.

Service provision that improves the persons independence and well-being with a focus on prevention – ensuring effective access to and use of community-based support services.

Enabling people to do things for themselves rather than doing things for them

Element of flexibility in terms of the responsiveness of service provision so that temporary and unpredictable fluctuations in need can be met contributing to a reduction in demand across health and social care systems

#### **II.2.5) Award criteria**

Quality criterion - Name: 1a. Capacity, capability and staffing structure / Weighting: 10.5

Quality criterion - Name: 1b. Mobilising for start date / Weighting: 6.5

Quality criterion - Name: 2a. Outcomes and views of the individual / Weighting: 10

Quality criterion - Name: 2b. Key Issues and Risks involved with delivery of the service / Weighting: 13

Quality criterion - Name: 2c. Subcontractors / Weighting: 13

Quality criterion - Name: 3a. Quality of staff and recruitment / Weighting: 12

Quality criterion - Name: 3b. Staff supervision / Weighting: 9

Quality criterion - Name: 4a. Managed organisational and operation service quality / Weighting: 10

Quality criterion - Name: 4b. Feedback and continuous improvement / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 3

Quality criterion - Name: Value for money / Weighting: 3

Price - Weighting: 0

#### **II.2.11) Information about options**

Options: Yes

Description of options

The term of the contract shall be 1 February 2021 until 31 January 2028 with the option to extend for up to a further 24 months at the sole discretion of the authority.

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

#### **II.2.14) Additional information**

Annual values estimated from previous years usage. £3,097,158.48

### **II.2) Description**

#### **II.2.1) Title**

North East Wight Locality

Lot No

2

#### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

#### **II.2.3) Place of performance**

NUTS codes

- UKJ34 - Isle of Wight

#### **II.2.4) Description of the procurement**

Where possible we are seeking to align our values partners to the locality areas to promote more person centred, community-based care and support.

Alignment of homecare and support provision in the locality areas will enable provision to become a key part of the localities work and improve the offer for those we serve. The aim of the localities is that people will receive improved, appropriate and holistic care. As part of 'business as usual' for community services.

Service provision that improves the persons independence and well-being with a focus on prevention – ensuring effective access to and use of community-based support services.

Enabling people to do things for themselves rather than doing things for them

Element of flexibility in terms of the responsiveness of service provision so that temporary and unpredictable fluctuations in need can be met contributing to a reduction in demand across health and social care systems

## **II.2.5) Award criteria**

Quality criterion - Name: 1a. Capacity, capability and staffing structure / Weighting: 10.5

Quality criterion - Name: 1b. Mobilising for start date / Weighting: 6.5

Quality criterion - Name: 2a. Outcomes and views of the individual / Weighting: 10

Quality criterion - Name: 2b. Key Issues and Risks involved with delivery of the service / Weighting: 13

Quality criterion - Name: 2c. Subcontractors / Weighting: 13

Quality criterion - Name: 3a. Quality of staff and recruitment / Weighting: 12

Quality criterion - Name: 3b. Staff supervision / Weighting: 9

Quality criterion - Name: 4a. Managed organisational and operation service quality / Weighting: 10

Quality criterion - Name: 4b. Feedback and continuous improvement / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 3

Quality criterion - Name: Value for money / Weighting: 3

Price - Weighting: 0

## **II.2.11) Information about options**

Options: Yes

Description of options

The term of the contract shall be 1 February 2021 until 31 January 2028 with the option to extend for up to a further 24 months at the sole discretion of the authority.

## **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2.14) Additional information**

Annual values estimated from previous years usage. £34,464,755.84

## **II.2) Description**

### **II.2.1) Title**

South Wight Locality

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

### **II.2.3) Place of performance**

NUTS codes

- UKJ34 - Isle of Wight

### **II.2.4) Description of the procurement**

Where possible we are seeking to align our values partners to the locality areas to promote more person centred, community-based care and support.

Alignment of homecare and support provision in the locality areas will enable provision to become a key part of the localities work and improve the offer for those we serve. The aim of the localities is that people will receive improved, appropriate and holistic care. As part of 'business as usual' for community services.

Service provision that improves the persons independence and well-being with a focus on prevention – ensuring effective access to and use of community-based support services.

Enabling people to do things for themselves rather than doing things for them

Element of flexibility in terms of the responsiveness of service provision so that temporary and unpredictable fluctuations in need can be met contributing to a reduction in demand across health and social care systems

### **II.2.5) Award criteria**

Quality criterion - Name: 1a. Capacity, capability and staffing structure / Weighting: 13

Quality criterion - Name: 1b. Mobilising for start date / Weighting: 6.5

Quality criterion - Name: 2a. Outcomes and views of the individual / Weighting: 10

Quality criterion - Name: 2b. Key Issues and Risks involved with delivery of the service / Weighting: 13

Quality criterion - Name: 2c. Subcontractors / Weighting: 13

Quality criterion - Name: 3a. Quality of staff and recruitment / Weighting: 12

Quality criterion - Name: 3b. Staff supervision / Weighting: 9

Quality criterion - Name: 4a. Managed organisational and operation service quality / Weighting: 10

Quality criterion - Name: 4b. Feedback and continuous improvement / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 3

Quality criterion - Name: Value for money / Weighting: 3

Price - Weighting: 0

#### **II.2.11) Information about options**

Options: Yes

Description of options

The term of the contract shall be 1 February 2021 until 31 January 2028 with the option to extend for up to a further 24 months at the sole discretion of the authority.

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

#### **II.2.14) Additional information**

Annual values estimated from previous years usage. £3,097,158.48

### **II.2) Description**

## **II.2.1) Title**

Delivery of Adult Social Care within HM Prison on the Isle of Wight.

Lot No

4

## **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

## **II.2.3) Place of performance**

NUTS codes

- UKJ34 - Isle of Wight

## **II.2.4) Description of the procurement**

From 1 April 2015 Local Authorities have a duty to assess and meet the eligible social care and support needs of prisoners located in their area. All adults within a prison setting will be treated as if they are resident in that local authority's area for as long as they reside in that establishment.

The Authority is therefore responsible for the assessment and delivery of care and support to meet the eligible needs for people detained in HM Prison Isle of Wight.

The Authority is seeking to commission, within the prison setting, a service which will improve the person's quality of life and maximise their long-term independence. The delivery of this service will require close working with custody services, prison health care suppliers and any voluntary sector organisations that operate within the establishment.

## **II.2.5) Award criteria**

Quality criterion - Name: 1a. Organisational overview capacity, capability including staffing structure / Weighting: 5

Quality criterion - Name: 1b. Mobilisation for effective service delivery / Weighting: 5

Quality criterion - Name: 2a. Personal care methods within Prison environment / Weighting: 7.5

Quality criterion - Name: 2b. Service delivery key issues and risks / Weighting: 10

Quality criterion - Name: 2c. Prison environment and contingency / Weighting: 10

Quality criterion - Name: 3a. Quality of staff and recruitment / Weighting: 8.5

Quality criterion - Name: 3b. Staff supervision / Weighting: 5

Quality criterion - Name: 4a. Managed organisational and operation service quality / Weighting: 7.5

Quality criterion - Name: 4b. Feedback and continuous improvement / Weighting: 7.5

Quality criterion - Name: Social Value / Weighting: 2

Quality criterion - Name: Value for Money / Weighting: 2

Price - Weighting: 30

#### **II.2.11) Information about options**

Options: Yes

Description of options

The term of the contract shall be 1 February 2021 until 31 January 2028 with the option to extend for up to a further 24 months at the sole discretion of the authority.

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

#### **II.2.14) Additional information**

Annual values estimated from previous years usage. £112,753.68

---

## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Open procedure

#### IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

### IV.2) Administrative information

#### IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 138-340799](#)

---

## **Section V. Award of contract**

### **Lot No**

1

### **Title**

West and Central Wight Locality

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

23 December 2020

#### **V.2.2) Information about tenders**

Number of tenders received: 10

Number of tenders received from SMEs: 9

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 10

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

CSN Care Group Limited

160 West George Street

Glasgow

G2 2HG

Email

[contracts@carewatch.co.uk](mailto:contracts@carewatch.co.uk)

Telephone

+44 1908039530

Country

United Kingdom

NUTS code

- UKJ34 - Isle of Wight

National registration number

SC617634

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £3,097,158,480

#### **V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 30 %

---

## **Section V. Award of contract**

### **Lot No**

2

### **Title**

North East Wight Locality

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

23 December 2020

#### **V.2.2) Information about tenders**

Number of tenders received: 13

Number of tenders received from SMEs: 10

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 13

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

First City Nursing Services

Swindon

SN2 2QG

Country

United Kingdom

NUTS code

- UKJ34 - Isle of Wight

National registration number

3801323

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £34,647,558.40

**V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 30 %

---

## **Section V. Award of contract**

### **Lot No**

3

### **Title**

South Wight Locality

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

23 December 2020

#### **V.2.2) Information about tenders**

Number of tenders received: 12

Number of tenders received from SMEs: 9

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 12

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Nobilis Care

Southampton

SO143LP

Country

United Kingdom

NUTS code

- UKJ32 - Southampton

National registration number

6473742

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £26,438,016.80

#### **V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 30 %

---

## **Section V. Award of contract**

### **Lot No**

4

### **Title**

Delivery of Adult Social Care within HM Prison on the Isle of Wight.

A contract/lot is awarded: Yes

#### **V.2) Award of contract**

##### **V.2.1) Date of conclusion of the contract**

5 January 2021

##### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

St. Judes

Weymouth

DT4 0AB

Country

United Kingdom

NUTS code

- UKJ34 - Isle of Wight

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1,127,536.80

#### **V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 30 %

---

## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The High Court

London

Country

United Kingdom