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Tender

## **AMCV 318 - Digital Support Service for Unpaid Carers**

Shropshire Council

F02: Contract notice

Notice identifier: 2024/S 000-000597

Procurement identifier (OCID): ocds-h6vhtk-042b95

Published 9 January 2024, 10:06am

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

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

Shropshire Council

Shirehall, Abbey Foregate

Shrewsbury

SY2 6ND

#### **Contact**

Procurement

#### **Email**

[procurement@shropshire.gov.uk](mailto:procurement@shropshire.gov.uk)

#### **Telephone**

+44 1743252992

#### **Country**

United Kingdom

**Region code**

UKG22 - Shropshire CC

**Internet address(es)**

Main address

[www.shropshire.gov.uk](http://www.shropshire.gov.uk)

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-UK-Shrewsbury:-Health-and-social-work-services./FMG37GTJ3M>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-UK-Shrewsbury:-Health-and-social-work-services./FMG37GTJ3M>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-UK-Shrewsbury:-Health-and-social-work-services./FMG37GTJ3M>

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

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

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

#### **II.1.1) Title**

AMCV 318 - Digital Support Service for Unpaid Carers

Reference number

AMCV 318

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

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

Shropshire Council wishes to appoint a Service Provider who will work alongside our existing Carer Support Services to use digital tools to expand our engagement with unpaid adult Carers, parent Carers and young adult Carers in Shropshire.

The Service Provider will enable us to reach Carers with appropriate advice and support at a stage before they feel the need to look to statutory services for support and promote resilience. The Service Provider will bring extensive experience of unpaid and family caring, expertise in the professional support of unpaid carers and a range of digital engagement tools and resources.

The design of the Service will be as inclusive as possible, recognising that not having a computer and a broadband connection can be a barrier to accessing digital services, and mobile phones are used. The digital systems should be as simple and user-friendly as possible.

#### **II.1.5) Estimated total value**

Value excluding VAT: £220,500

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKG22 - Shropshire CC

Main site or place of performance

Shropshire CC

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

Introduction to The Council

Shropshire is the largest landlocked county in England with a population of 323,600 residents. People over the age of 65 represent 25.3% of the total population. 29,704 people aged 5 years and over identify as a carer.

Shropshire comprises 1,235 square miles and is classified as largely rural with 57.2% of residents living in rural areas. It has the County town of Shrewsbury and 16 market towns: Albrighton, Bishops Castle, Bridgnorth, Broseley, Church Stretton, Cleobury Mortimer, Craven Arms, Ellesmere, Highley, Ludlow, Market Drayton, Much Wenlock, Oswestry, Shifnal, Wem, Whitchurch

Facts and figures about Shropshire can be found [here](#)

Brief Description of Services

Shropshire Council wishes to appoint a Service Provider who will work alongside our existing Carer Support Services to use digital tools to expand our engagement with unpaid adult Carers, parent Carers and young adult Carers in Shropshire.

The Service Provider will enable us to reach Carers with appropriate advice and support at a stage before they feel the need to look to statutory services for support and promote resilience. The Service Provider will bring extensive experience of unpaid and family caring, expertise in the professional support of unpaid carers and a range of digital engagement tools and resources.

The design of the Service will be as inclusive as possible, recognising that not having a computer and a broadband connection can be a barrier to accessing digital services, and mobile phones are used. The digital systems should be as simple and user-friendly as possible.

The service has a maximum budget of £73,500 per year, and the contract will be for an initial period of two years, with the option to extend by a further one year.

### Background Information

Shropshire Council's All Age Carer Strategy 2022-2027 (AACS) was developed to provide an outline of a holistic approach to supporting carers and will support the achievement of outcomes in the Shropshire Plan 2022-25, particularly relating to the strategic objectives within the priority Healthy People:

- Tackling inequalities
- Early interventions
- Partnerships
- Self-responsibility

The Shropshire All Age Carer Strategy 2022-2027 (AACS) outlined 7 key priorities based on subjects' carers have informed us means the most to them and will make the biggest difference to their lives.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £220,500

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 April 2024

End date

31 March 2027

This contract is subject to renewal

Yes

Description of renewals

The contract will be for an initial period of 2 years commencing on the 1st April 2024 with the option to extend for a further period of 12 months.

#### **II.2.10) Information about variants**

Variants will be accepted: No

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

Options: No

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

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

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### **Section III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

See tender documentation.

##### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

See tender documentation.

Minimum level(s) of standards possibly required

See tender documentation.

##### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

See tender documentation.

Minimum level(s) of standards possibly required

See tender documentation.

### **III.2) Conditions related to the contract**

#### **III.2.1) Information about a particular profession**

Execution of the service is reserved to a particular profession

Reference to the relevant law, regulation or administrative provision

See tender documentation.

#### **III.2.2) Contract performance conditions**

See tender documentation.

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

## **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

8 February 2024

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

8 February 2024

Local time

12:00pm

Place

Shrewsbury

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 3 years

### **VI.3) Additional information**

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Shrewsbury:-Health-and-social-work-services./FMG37GTJ3M>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/FMG37GTJ3M>

GO Reference: GO-202419-PRO-24923189

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

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

Shropshire Council

Shirehall, Abbey Foregate

Shrewsbury

SY2 6ND

Email

[procurement@shropshire.gov.uk](mailto:procurement@shropshire.gov.uk)

Telephone

+44 1743252992

Country

United Kingdom

**VI.4.4) Service from which information about the review procedure may be obtained**

Shropshire Council

Shirehall, Abbey Foregate

Shrewsbury

SY2 6ND

Telephone

+44 1743252992

Country

United Kingdom