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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

Telephone

+44 1743252992

Country

United Kingdom

Region code

UKG22 - Shropshire CC

Internet address(es)

Main address

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

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.1235 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

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

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

Telephone

+44 1743252992

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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