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Tender

TD1606 - Extra Care Services

Derby City Council

F02: Contract notice

Notice identifier: 2021/S 000-001314

Procurement identifier (OCID): ocids-h6vhtk-028c78

Published 22 January 2021, 11:33am

Section I: Contracting authority

I.1) Name and addresses

Derby City Council

Council House, Corporation Street

Derby

DE1 2FS

Contact

Mr Stephen Cotterill

Email

procurement@derby.gov.uk

Telephone

+44 1332641623

Country

United Kingdom

NUTS code

UKF11 - Derby

Internet address(es)

Main address

<http://www.derby.gov.uk/>

Buyer's address

<http://www.derby.gov.uk/>

I.3) Communication

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

www.eastmidstenders.org

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.eastmidstenders.org

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

TD1606 - Extra Care Services

Reference number

DN520492

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Derby City Council is tendering for Care Quality Commission (CQC) registered Extra Care Services for adults, 18 years and over who are Residents within one of the five Extra Care Schemes in Derby.

Overview of Requirement

The successful Service Provider will deliver services to two customer groups within these schemes, Full Customers (most of residents in each scheme) and 24/7 Only Customers, together described as Residents. The 24/7 Emergency Response Service is only required when responding to emergency calls and has been put in place to give Residents re-assurance if they have a care emergency.

Service Providers will be required to provide an onsite team at each of the schemes that will:

- a) deliver a Planned Home Care for Full Customers, i.e. residents in the Scheme who have been assessed as meeting the eligibility criteria for Derby City Council and have been allocated a Planned Home Care service by the Council.
- b) deliver a 24/7 Emergency Response Service to all Residents in response to calls from the onsite alarm system and other emergency service requests.
- c) supply Wellbeing Service for Full Customers, a home care service that will be developed with Full Customers and partners to provide care and support to Full Customers to enable them to be more independent and to access social activities and other opportunities to support their outcomes.
- d) work in partnership with the Housing Provider to deliver a seamless care and housing

support service to Residents.

This Specification sets out the requirements for the Service that Residents will require from the Extra Care Service and should be read in conjunction with the Tender Document, Framework Agreement, Individual Agreement, Order Form and all other associated documents.

LOTS - STRUCTURE OF FRAMEWORK

Lot 1 South

- Handyside Court, Rowena Close, Alvaston Derby DE24 8HQ
- Sunnyfield Court, Blackmore Street, Sunny Hill, Derby, DE23 8AS

Lot 2 Central

- Cedar House, Leylands Estate, Broadway, Derby DE22 1AY
- Parklands View, Bath Street, Darley, Derby DE1 3BT

Lot 3 West

- Greenwich Gardens, 34 Greenwich Drive North, Mackworth, Derby, DE22 4BH

Tenderers are invited to bid for any number of Lots but will be awarded a maximum of two Lots.

A Tenderer MUST state what Lots it is bidding for and their Lot preference

The Council intends to appoint one Service Provider in each Lot.

Potential Contract Values over 4 Years

Contract Value (4yr)

Lot 1 £3,249,000

Lot 2 £4,198,000

Lot 3 £1,983,000

TOTAL £9,430,000

CQC REGISTRATION AND CQC RATING

As personal care will form part of the care packages, it is a requirement that all Service Providers of the Extra Care Service are registered with the Care Quality Commission (or any successor statutory regulation organisation) and will maintain their registration and have a CQC rating assigned to them throughout the duration of the Framework.

The Service Provider must have and maintain a CQC rating during the delivery of the Service.

- Requires Improvement
- Good
- Outstanding

If the CQC rating is 'requires improvement' or below the Service Provider will be expected to share their action plan with the Council to review.

A rating of 'pending' or no CQC rating for personal care is not acceptable to the Council. Tenderers in this situation will not be able to contract with the Council for these requirements.

II.1.5) Estimated total value

Value excluding VAT: £9,430,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

II.2) Description

II.2.1) Title

Lot 1 - South

Lot No

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

- UKF11 - Derby

Main site or place of performance

City of Derby

II.2.4) Description of the procurement

Derby City Council is tendering for Care Quality Commission (CQC) registered Extra Care Services for adults, 18 years and over who are Residents within one of the five Extra Care Schemes in Derby.

Overview of Requirement

The successful Service Provider will deliver services to two customer groups within these schemes, Full Customers (most of residents in each scheme) and 24/7 Only Customers, together described as Residents. The 24/7 Emergency Response Service is only required when responding to emergency calls and has been put in place to give Residents re-assurance if they have a care emergency.

Service Providers will be required to provide an onsite team at each of the schemes that will:

- a) deliver a Planned Home Care for Full Customers, i.e. residents in the Scheme who have been assessed as meeting the eligibility criteria for Derby City Council and have been allocated a Planned Home Care service by the Council.
- b) deliver a 24/7 Emergency Response Service to all Residents in response to calls from the onsite alarm system and other emergency service requests.
- c) supply Wellbeing Service for Full Customers, a home care service that will be developed with Full Customers and partners to provide care and support to Full Customers to enable them to be more independent and to access social activities and other opportunities to support their outcomes.
- d) work in partnership with the Housing Provider to deliver a seamless care and housing

support service to Residents.

This Specification sets out the requirements for the Service that Residents will require from the Extra Care Service and should be read in conjunction with the Tender Document, Framework Agreement, Individual Agreement, Order Form and all other associated documents.

Lot 1 South

- Handyside Court, Rowena Close, Alvaston Derby DE24 8HQ

31 single bed flats, 7 double bed flats, all rented.

The Scheme is owned and managed by Housing 21.

- Sunnyfield Court, Blackmore Street, Sunny Hill, Derby, DE23 8AS

70 double bed flats all rented.

The Scheme is owned and managed by Housing 21

Tenderers are invited to bid for any number of Lots but will be awarded a maximum of two Lots.

A Tenderer MUST state what Lots it is bidding for and their Lot preference

The Council intends to appoint one Service Provider in each Lot.

CQC REGISTRATION AND CQC RATING

As personal care will form part of the care packages, it is a requirement that all Service Providers of the Extra Care Service are registered with the Care Quality Commission (or any successor statutory regulation organisation) and will maintain their registration and have a CQC rating assigned to them throughout the duration of the Framework.

The Service Provider must have and maintain a CQC rating during the delivery of the Service.

- Requires Improvement
- Good
- Outstanding

If the CQC rating is 'requires improvement' or below the Service Provider will be expected to share their action plan with the Council to review.

A rating of 'pending' or no CQC rating for personal care is not acceptable to the Council. Tenderers in this situation will not be able to contract with the Council for these requirements.

The Service Provider will be required to be registered with the CQC to be able to deliver personal care in Derby City. Successful Service Providers not already registered to do this, will be required to have applied to CQC for registration to deliver personal care in Derby within a month of receiving the framework award letter.

The Council expects that all Service Providers will adhere to any future Care Regulator quality standards and rating systems.

If the Service Provider rating falls below the required CQC rating during the Framework Term, then they will be required to:

- Inform the Council within two working days
- Provide an action plan that is satisfactory to the Council that will address all the concerns raised by the CQC within a timescale agreed with the Council.

The Service Provider is also to inform the Council within two working days of any change in their registration status with the CQC.

Where the Council has concerns about quality of service delivery, the ability of the Service Provider to continue to provide the Service and/or Resident safety, whatever the CQC rating, the Council may terminate the Framework Agreement.

Fees

The Council has a set a maximum hourly rate for the provision of Planned Care and the 24/7 Emergency Response Service. Tenderers are required to submit a bid for the provision of the Wellbeing Services up to the maximum stated in the ITT. Tenderers must confirm that they accept this Fee structure as part of their Tender response.

Other

Tenderers must meet the minimum requirements of the main suitability questionnaire as detailed in Section 4.3 of the Tender Document.

The tendering of this contract may give rise to a possible presumption that the Transfer of Undertakings (Protection of Employment) 2006 regulations may apply in the event of this

contract being awarded to a new service provider. Information relating to the personnel currently employed by the incumbent service provider will only be disclosed to tenderer's once they have signed the confidentiality agreement which can be found in procurement document.

Tenderers wishing to access the TUPE information provided to the Council will need to download and sign the agreement and return it to the Council via the messaging function on the e-procurement system. The Council provides no warranty about the accuracy of this information or the actual legal position and therefore makes no representations about the applications of TUPE. Tenderers are advised to make their own enquiries by seeking independent professional legal advice on the consequences for them if they are the successful tenderer and the TUPE regulations do apply.

The Framework will be let for a Term of two years with the option to extend for a further two years.

The subject matter of this procurement process relates to the delivery of services which are listed to in Chapter 3, Section 7 to the PCR 2015 regulations. As such the full regime set out in the regulations will not apply to the award of the Framework Individual Agreements. Consequently, the procurement process adopted by the Councils has been developed in accordance with Regulation 76 of the regulations and in particular in accordance with the fundamental public procurement principles of transparency and equal treatment. For the avoidance of doubt this means that the Council has not adopted an open procedure, framework (as defined in the Regulations) for the undertaking of this procurement process.

The deadline for Tenders is 9am 26th February 2021.

Please visit the Council's e-tendering system <https://www.eastmidstenders.org> where you can express interest and obtain the documents, (please note we will only accept expressions of interest through the e-tendering system. Please search for TD1606.

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: £3,249,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to extend for a period or periods of up to two years

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for a period or periods of up to two years

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) Description

II.2.1) Title

Lot 2 - Central

Lot No

2

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

- UKF11 - Derby

II.2.4) Description of the procurement

Derby City Council is tendering for Care Quality Commission (CQC) registered Extra Care Services for adults, 18 years and over who are Residents within one of the five Extra Care Schemes in Derby.

Overview of Requirement

The successful Service Provider will deliver services to two customer groups within these schemes, Full Customers (most of residents in each scheme) and 24/7 Only Customers, together described as Residents. The 24/7 Emergency Response Service is only required when responding to emergency calls and has been put in place to give Residents re-assurance if they have a care emergency.

Service Providers will be required to provide an onsite team at each of the schemes that will:

- a) deliver a Planned Home Care for Full Customers, i.e. residents in the Scheme who have been assessed as meeting the eligibility criteria for Derby City Council and have been allocated a Planned Home Care service by the Council.
- b) deliver a 24/7 Emergency Response Service to all Residents in response to calls from the onsite alarm system and other emergency service requests.
- c) supply Wellbeing Service for Full Customers, a home care service that will be developed with Full Customers and partners to provide care and support to Full Customers to enable them to be more independent and to access social activities and other opportunities to support their outcomes.
- d) work in partnership with the Housing Provider to deliver a seamless care and housing support service to Residents.

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LOTS - STRUCTURE OF FRAMEWORK

Lot 2 Central

- Cedar House, Leylands Estate, Broadway, Derby DE22 1AY

38 single bed flats, all rented.

The Scheme is owned and managed by The Retail Trust

- Parklands View, Bath Street, Darley, Derby DE1 3BT

82 flats, 20 part owned, 62 rented, all double bed flats.

The Scheme is owned by Derby City Council and managed by Derby Homes

Tenderers are invited to bid for any number of Lots but will be awarded a maximum of two Lots.

A Tenderer MUST state what Lots it is bidding for and their Lot preference

The Council intends to appoint one Service Provider in each Lot.

CQC REGISTRATION AND CQC RATING

As personal care will form part of the care packages, it is a requirement that all Service Providers of the Extra Care Service are registered with the Care Quality Commission (or any successor statutory regulation organisation) and will maintain their registration and have a CQC rating assigned to them throughout the duration of the Framework.

The Service Provider must have and maintain a CQC rating during the delivery of the Service.

- Requires Improvement
- Good
- Outstanding

If the CQC rating is 'requires improvement' or below the Service Provider will be expected to share their action plan with the Council to review.

A rating of 'pending' or no CQC rating for personal care is not acceptable to the Council. Tenderers in this situation will not be able to contract with the Council for these requirements.

The Service Provider will be required to be registered with the CQC to be able to deliver personal care in Derby City. Successful Service Providers not already registered to do this, will be required to have applied to CQC for registration to deliver personal care in Derby within a month of receiving the framework award letter.

The Council expects that all Service Providers will adhere to any future Care Regulator quality standards and rating systems.

If the Service Provider rating falls below the required CQC rating during the Framework Term, then they will be required to:

- Inform the Council within two working days
- Provide an action plan that is satisfactory to the Council that will address all the concerns raised by the CQC within a timescale agreed with the Council.

The Service Provider is also to inform the Council within two working days of any change in their registration status with the CQC.

Where the Council has concerns about quality of service delivery, the ability of the Service Provider to continue to provide the Service and/or Resident safety, whatever the CQC rating, the Council may terminate the Framework Agreement.

Fees

The Council has a set a maximum hourly rate for the provision of Planned Care and the 24/7 Emergency Response Service. Tenderers are required to submit a bid for the provision of the Wellbeing Services up to the maximum stated in the ITT. Tenderers must confirm that they accept this Fee structure as part of their Tender response.

Other

Tenderers must meet the minimum requirements of the main suitability questionnaire as detailed in Section 4.3 of the Tender Document.

The tendering of this contract may give rise to a possible presumption that the Transfer of Undertakings (Protection of Employment) 2006 regulations may apply in the event of this contract being awarded to a new service provider. Information relating to the personnel currently employed by the incumbent service provider will only be disclosed to tenderer's once they have signed the confidentiality agreement which can be found in procurement document.

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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: £4,198,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to extend for a period or periods of up to two years.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for a period or periods of up to two years.

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) Description

II.2.1) Title

Lot 3 - West

Lot No

3

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

- UKF11 - Derby

II.2.4) Description of the procurement

Derby City Council is tendering for Care Quality Commission (CQC) registered Extra Care Services for adults, 18 years and over who are Residents within one of the five Extra Care Schemes in Derby.

Overview of Requirement

The successful Service Provider will deliver services to two customer groups within these schemes, Full Customers (most of residents in each scheme) and 24/7 Only Customers, together described as Residents. The 24/7 Emergency Response Service is only required

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Service Providers will be required to provide an onsite team at each of the schemes that will:

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- b) deliver a 24/7 Emergency Response Service to all Residents in response to calls from the onsite alarm system and other emergency service requests.
- c) supply Wellbeing Service for Full Customers, a home care service that will be developed with Full Customers and partners to provide care and support to Full Customers to enable them to be more independent and to access social activities and other opportunities to support their outcomes.
- d) work in partnership with the Housing Provider to deliver a seamless care and housing support service to Residents.

This Specification sets out the requirements for the Service that Residents will require from the Extra Care Service and should be read in conjunction with the Tender Document, Framework Agreement, Individual Agreement, Order Form and all other associated documents.

LOTS - STRUCTURE OF FRAMEWORK

Lot 3 West

- Greenwich Gardens, 34 Greenwich Drive North, Mackworth, Derby, DE22 4BH

98 flats, 1 part owned single, 19 part-owned doubles, 37 rented singles and 41 rented doubles.

The Scheme is owned and managed by Sanctuary Retirement Living.

Tenderers are invited to bid for any number of Lots but will be awarded a maximum of two Lots.

A Tenderer MUST state what Lots it is bidding for and their Lot preference

The Council intends to appoint one Service Provider in each Lot.

Values

CQC REGISTRATION AND CQC RATING

As personal care will form part of the care packages, it is a requirement that all Service Providers of the Extra Care Service are registered with the Care Quality Commission (or any successor statutory regulation organisation) and will maintain their registration and have a CQC rating assigned to them throughout the duration of the Framework.

The Service Provider must have and maintain a CQC rating during the delivery of the Service.

- Requires Improvement
- Good
- Outstanding

If the CQC rating is 'requires improvement' or below the Service Provider will be expected to share their action plan with the Council to review.

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The Service Provider is also to inform the Council within two working days of any change in their registration status with the CQC.

Where the Council has concerns about quality of service delivery, the ability of the Service Provider to continue to provide the Service and/or Resident safety, whatever the CQC rating, the Council may terminate the Framework Agreement.

Fees

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Other

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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: £1,983,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to extend for a period or periods of up to two years.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for a period or periods of up to two years.

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

In the case of framework agreements, provide justification for any duration exceeding 4 years:

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

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

Date

26 February 2021

Local time

9:00am

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: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

26 February 2021

Local time

9:15am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Derby City Council

Council House, Corporation Street

Derby

DE1 2FS

Email

procurement@derby.gov.uk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The contracting authority will incorporate a minimum 10 calendar day standstill period following electronic notification (minimum of 15 calendar days for any other means of communication) to

tenderers of the award decision. This period allows unsuccessful tenderers to seek further debriefing from the contracting authority before the contract is entered into. If an appeal regarding the award of a contract has not been successfully resolved the Public Contracts

Regulations 2015 (Si 2015 No 102) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought promptly . Where a contract has not been entered into the Court may order the setting aside of the award decision or order the authority to amend any document and may award damages. If the contract has been entered into the Court may only award damages. The purpose of the standstill period referred to above is to allow parties to apply to the Courts to set aside the award decision before the contract is entered into.