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Planning

Handyperson Service and Care and Repair Service.

The Highland Council

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-001922

Procurement identifier (OCID): ocids-h6vhtk-04d4c8

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Section I: Contracting authority

I.1) Name and addresses

The Highland Council

Glenurquhart Road

Inverness

IV3 5NX

Email

cpssprocurement@aberdeencity.gov.uk

Telephone

+44 1467530600

Country

United Kingdom

NUTS code

UKM6 - Highlands and Islands

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00045

I.3) Communication

Additional information can be obtained from 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

www.publiccontractsscotland.gov.uk

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

Handyperson Service and Care and Repair Service.

II.1.2) Main CPV code

- 70333000 - Housing services

II.1.3) Type of contract

Services

II.1.4) Short description

Handyperson Service

Summary - A person-in-van/one-stop source of assistance to people aged 65+ or any age with a disability. Assistance ranges from a selection of minor household repairs and tasks to delivery, uplift, and demonstration of a selection of aids and equipment from the Community Store.

Telecare/Telehealth Service

Summary – Telecare and Telehealth is a range of equipment design to respectively; alert when an individual living alone has fallen, left the property is in distress or is in danger of a fire or other such harm. Devices are installed by Telecare Officers which are programmed to a hub in the Client’s home. If a device alerts the monitoring HUB in Aberdeen will call the Client to find out what’s happening and/or alert their list of first responders and/or the emergency services as appropriate.

Telehealth works along similar principles but allows visiting Carers to undertake basic health checks using the equipment which will report the outcomes to trained staff monitoring the Client’s condition. It is used to maintain a Client’s health records and to prioritise in-person visits from Healthcare professionals.

Telecare/Telehealth Service Digital Switch On

Summary – By January 2027 it is anticipated that analogue connections will be permanently switched off and only digital communication equipment will work thereafter.

Many analogue Telecare/Telehealth systems in Highland currently run on an analogue connection. Clients with an analogue connection will require to have new digital equipment installed ahead of the deadline

Community Stores and Short Term Loan Service

Summary – Currently there are a number of Community Stores managed by a variety of organisations pan-Highland, forming the NHSH Pan Highland Community Store offering.

Ideally all Community Stores going forwards will be managed as part of this tender to ensure parity and greater integration of Stores facilities and Store activity pan Highland.

It is anticipated that Bidders will identify approximate costs to set up a Community Store and be able to present those costs in terms of one-off, set-up or fit-out costs, along with anticipated running costs annually thereafter. Bidders may wish to offer an appropriate building/site as an example of the premises they would propose to use and around which their tender will be based.

It is anticipated that if any of the premises selected are already operating as a Community Store, Bidders will be able to outline how they might seek to acquire/control the premises and follow TUPE to protect any individuals currently working there.

Community Store Delivery and Collection Service

Summary – This element of the Service is responsible for the Delivery of specified aids and equipment from the Community Store and their installation in the Client's home (moving furniture etc as appropriate to make space, reach sockets and enabling Client to move safely around it). Staff will offer a demonstration to Client/Carer/Family and ensure that safe use is understood before leaving.

This element of the service is also responsible for Collection of Used/Dirty equipment, bagging or otherwise containing it for transport and returning it to the Community Store where it will be cleaned, repaired and reset as appropriate

Care and Repair Service

Summary – The Care and Repair Service is available to Officers are in place to act on behalf of Clients needing to make an application for Financial Assistance from the Highland Council's Scheme of Assistance towards eligible Repairs and Adaptations.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

Black Isle, Mid, Easter and Wester Ross

Lot No

1

II.2.2) Additional CPV code(s)

- 70333000 - Housing services

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

70333000

II.2.4) Description of the procurement

Handyperson Service and Care and Repair Service

II.2) Description

II.2.1) Title

Sutherland

Lot No

2

II.2.2) Additional CPV code(s)

- 70333000 - Housing services

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands

II.2.4) Description of the procurement

Handyperson Service and Care and Repair Service

II.2) Description

II.2.1) Title

Caithness

Lot No

3

II.2.2) Additional CPV code(s)

- 70333000 - Housing services

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands

II.2.4) Description of the procurement

Handyperson Service and Care and Repair Service

II.2) Description

II.2.1) Title

Inverness/Shire

Lot No

5

II.2.2) Additional CPV code(s)

- 70333000 - Housing services

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands

II.2.4) Description of the procurement

Handyperson Service and Care and Repair Service

II.2) Description

II.2.1) Title

Nairn

Lot No

6

II.2.2) Additional CPV code(s)

- 70333000 - Housing services

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands

II.2.4) Description of the procurement

Handyperson Service and Care and Repair Service

II.2) Description

II.2.1) Title

Badenoch and Strathspey

Lot No

7

II.2.2) Additional CPV code(s)

- 70333000 - Housing services

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands

II.2.4) Description of the procurement

Handyperson Service and Care and Repair Service

II.2) Description

II.2.1) Title

Lochaber

Lot No

8

II.2.2) Additional CPV code(s)

- 70333000 - Housing services

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands

II.2.4) Description of the procurement

Handyperson Service and Care and Repair Service

II.2) Description

II.2.1) Title

Lochalsh and Skye

Lot No

4

II.2.2) Additional CPV code(s)

- 70333000 - Housing services

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands

II.2.4) Description of the procurement

Handyperson Service and Care and Repair Service

II.3) Estimated date of publication of contract notice

10 March 2025

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

This Request for Information Questionnaire is being made publicly available to any organisations interested in the provision of Handyperson Service for NHS Highland currently managed by The Highland Council (the Council), and Care and Repair Service for the Highland Council.

This model is currently under review and will be finalised ahead of the next invitation to tender stage. It is envisaged that the contracting parties will either be The Highland Council or The Highland Council and NHS Highland, under a tripartite arrangement.

This exercise is intended to provide potential bidders with the opportunity to view and comment on the Council's requirements if they wish to do so (Please refer to the attached documents for further details). This builds on a commitment to engage with the market, by sharing information and seeking input from the market to enable us to develop the final Invitation to Tender (ITT) in a fair and transparent manner. This exercise is to ensure that the final ITT provides all tenderers with a clear understanding of the Council's requirements and help reduce the number of questions that may be raised in the Tender Period.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at
https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=788242.

(SC Ref:788242)