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Tender

## **NAC/5122 Support Service for Young and Adult Unpaid Carers in North Ayrshire**

North Ayrshire Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2023/S 000-003147

Procurement identifier (OCID): ocds-h6vhtk-0375b4

Published 1 February 2023, 3:25pm

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

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

North Ayrshire Council

Cunninghame House, Friars Croft

Irvine

KA12 8EE

#### **Email**

[jenniblair@north-ayrshire.gov.uk](mailto:jenniblair@north-ayrshire.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKM93 - East Ayrshire and North Ayrshire mainland

**Internet address(es)**

Main address

<http://www.north-ayrshire.gov.uk>

Buyer's address

[http://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00337](http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00337)

**I.3) Communication**

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

**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**

NAC/5122 Support Service for Young and Adult Unpaid Carers in North Ayrshire

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

- 98000000 - Other community, social and personal services

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

Services

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

North Ayrshire Health & Social Care Partnership (NAHSCP) are seeking a dynamic and creative organisation to help build and deliver key advice, information, and support for young and adult unpaid carers in all North Ayrshire localities (Irvine & Kilwinning, Three Towns, Garnock Valley, North Coast and Millport, and the Isle of Arran).

The provision of information and support to unpaid carers is a legislative requirement for the Health & Social Care Partnership. The Carers (Scotland) Act 2016 places statutory duties on the Local Authority & NHS Board. The Act gives carers new rights, promotes early information, involvement, and prevention as pivotal to support, and seeks to improve the wellbeing of unpaid carers. The Local Authority, with support, will take steps to involve, inform and support carers to make caring more sustainable for those who are willing and able to do so.

The current contract is due to expire on 30/06/23 therefore this requirement is being retendered.

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

Value excluding VAT: £3,500,000

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

This contract is divided into lots: No

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

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

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

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

The service should broadly provide the following information, support and activities under this agreement and lead on the delivery of early and effective services for carers in North Ayrshire.

- Provision of current local and national carer advice, information, resources and activities on all issues relating to carers and the caring role.
- Signposting and connecting carers to universal services, other statutory partners, third sector and voluntary services, community networks, circles of interest or local groups/ activities.
- Promotion of the Carers Charter and be representative of carers rights and issues.
- Continuous and effective carer involvement in personal and service planning/ decision making.
- Actively identify and assist those carers who are marginalised or harder to reach across all North Ayrshire communities.
- Facilitate, create or participate in community-based carer peer development/ support groups.
- Practical support through the offer and preparation of an Adult Carer Support Plan (ACSP) or Young Carer Statement (YCS) and arranging of support to meet needs.
- Practical support through a programme of awareness and training opportunities relating to the caring role for carers and partner agencies.
- Practical support to access financial support and entitlements.
- Practical support to access, offer, arrange and resource vital breaks from caring.
- Practical support for carers seeking to maintain or gain education and employment whilst continuing their caring role.
- Practical support for residential care, palliative, end of life and/ or bereaved carers in line with Terminal Illness Regulations .

Services will be available by telephone, online/ virtual, face to face on an individual basis or in group settings, in home visits and community venues.

The contract terms that shall apply are NAC Conditions of Contract for Health and Social Care Services

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

Value excluding VAT: £3,500,000

#### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

60

#### **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.1.4) Objective rules and criteria for participation**

List and brief description of rules and criteria

Bidders may be excluded if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015. Bidders must have a minimum yearly “general” turnover of 1,050,000 GBP for the last 3 years in the business area covered by the contract. NAC reserve the right to review the bidder's financial information using company watch at tender stage and throughout the contract. If the bidder's financial health score is 25 or less, further information will be requested to ensure the equivalent economic and financial standing is adhered too. If this is not satisfactory, the bidder will be excluded from the process. Bidders who can't meet the required level of turnover will be excluded from the process. Where turnover information is not available, the bidder must state the date which they were set up or started trading.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Form of procedure**

Open procedure

#### **IV.1.10) Identification of the national rules applicable to the procedure**

Information about national procedures is available at:

<http://www.gov.scot/Topics/Government/Procurement>

#### **IV.1.11) Main features of the award procedure**

This procurement is based on the most economically advantageous tender ("MEAT") on the basis of best price and quality ratio, where price is 20% and quality is 80%. Please see PCS-Tender for further information.

### **IV.2) Administrative information**

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

Notice number: [2022/S 000-028951](#)

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

Date

3 March 2023

Local time

12:00pm

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

English

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## **Section VI. Complementary information**

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

Bidders must hold, or commit to obtain prior to the commence of any subsequently awarded contract, the types and levels of insurance listed below:

Employer's (Compulsory) Liability Insurance 5m GBP in respect of any one event

Public Liability Insurance 5m GBP in respect of any one event

Professional Indemnity Insurance 5m GBP in the aggregate

3rd Party Motor Vehicle Insurance

Bidders are required to provide 2 examples of services carried out in the past 3 years that demonstrates they have the relevant experience to deliver the services described in the Contract Notice. The services must be of a similar value, size and scope. Unsatisfactory experience will result in exclusion from the tender process. The minimum project value NAC will accept as an example is 200,000 GBP.

Bidders must also provide 2 satisfactory references for the same 2 contracts on the reference templates provided. References should be completed and signed by previous customers for contracts of a similar value, size and scope. If any of the referees score the bidder less than 2 the bidder will be excluded from the tender process.

Completed experience and reference templates must be zipped and uploaded at question 4C.1 of the qualification envelope.

Bidders are required to confirm whether they intend to subcontract and, if so, for what proportion of the contract.

Bidders who intend to subcontract more than 25% to any individual organisation must ensure the SPD (Scotland) - Subcontractors Supplier Response is completed and uploaded at question 2C.1.

Lots are not being used for this tender for the reason stated below:

Nature of the contract not suitable for lots

Quality Management Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party

certificate of compliance in accordance with BS EN ISO 9001 (or equivalent) or a documented policy regarding quality management, see attachment at SPD question 4D.1.

## Health and Safety Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with ISO 45001 (or equivalent) or have, within the last 12 months, successfully met the assessment requirements of a construction-related scheme in registered membership of the Safety Schemes in Procurement (SSIP) forum or the bidder must have a regularly reviewed and documented policy for Health and Safety management, see attachment at SPD question 4D.1.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 23380. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Community benefits will be required on a mandatory basis for:

1. Fair Work: promotion of job opportunities within North Ayrshire; employability targets for specific priority groups.
2. Upskilling (including curriculum development): work experience placements; taster sessions; training opportunities; work within education establishments.
3. Entrepreneurial, Inclusive and Sustainable Economy: monitoring spend within North Ayrshire; with micro, small and medium enterprises; and the Third Sector.
4. Wish List: delivery of community and Third Sector requests for support from the NAC Community Benefit Wish List.  
(<http://northayrshire.community/community-benefits-wishlist-application-form/>)

(SC Ref:721140)

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

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

Kilmarnock Sheriff Court



Sheriff Court House, St Marnock Street

Kilmarnock

KA1 1ED

Telephone

+44 1563550024

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/>