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Contract

Housing Related Support Services (HRS): Multi Lot (ASC-2021-003)

London Borough of Brent

F03: Contract award notice

Notice identifier: 2022/S 000-003789

Procurement identifier (OCID): ocids-h6vhtk-029e77

Published 9 February 2022, 6:46pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Brent

Brent Civic Centre, Engineers Way

Wembley

HA9 0FJ

Email

corporate.procurement@brent.gov.uk

Country

United Kingdom

NUTS code

UKI3 - Inner London – West

Internet address(es)

Main address

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

Buyer's address

<http://www.brent.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

Housing Related Support Services (HRS): Multi Lot (ASC-2021-003)

Reference number

DN521382

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Brent Council is tendering for a range of Housing Related Support (HRS), including; Older Persons floating support, Homelessness & Ex-offenders accommodation based service, Mental Health accommodation based service, Handyperson Service, Young Persons

accommodation based service (18-21), Generic floating support and a Domestic Abuse (Refuges) and a Complex Women's accommodation based service.

Housing Related Support is a non-statutory service, which provides low-level support to a range of vulnerable people as mentioned in the above paragraph for a period of up to two years HRS can be delivered either in a person's own home (floating support) or in identified

accommodation where the support is linked with the accommodation. Support consists of supporting people to pay their rent & utility bills, help find employment, training or education

and support people to cook, shop and engage with the community. In essence, it provides the life skills to enable vulnerable people to live independently and maintain a tenancy.

The total budget for whole contract period of 5 years is estimated to be in the region of approx. £15,238,240.88 of which £15,100,982.33 is HRS services and £137,258.55 is allocated to the three Crash Pads.

The duration of the contracts will be an initial period of three years, with an option to extend

for a further two years on a one plus one basis.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £15,189,940

II.2) Description

II.2.1) Title

Older People Floating Support Service

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI7 - Outer London – West and North West

II.2.4) Description of the procurement

The Authority requires the delivery of a short-term accommodation based Housing Related

Support (HRS) service for vulnerable people who have been or who are homeless or at risk of

homelessness including those with an offending background.

The service will deliver 1136 hours of support per week to people who require

accommodation based support. Support will be delivered across three hostels and one ex-offending scattered site.

Support will be delivered on a basket of hours approach depending on needs of the individual

in each service. The average maximum hours per person is likely to be between 5-7 hours per

week, although there will be some instances, particularly when someone moves into the

service, where more hours are necessary, however this should soon be reduced, once the

service user has settled in and appropriate benefits and other services in place.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Social value / Weighting: 10

Price - Weighting: 40

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

II.2) Description

II.2.1) Title

Homelessness and Ex offender Service

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI7 - Outer London – West and North West

II.2.4) Description of the procurement

The Authority requires the delivery of a short-term accommodation based Housing Related Support (HRS) service for vulnerable people who have been or who are homeless or at risk of homelessness including those with an offending background.

The service will deliver 1136 hours of support per week to people who require accommodation based support. Support will be delivered across three hostels and one ex-offending scattered site.

Support will be delivered on a basket of hours approach depending on needs of the individual in each service. The average maximum hours per person is likely to be between 5-7 hours per week, although there will be some instances, particularly when someone

moves into the service, where more hours are necessary, however this should soon be reduced, once the service user has settled in and appropriate benefits and other services in place.

An indicative overall maximum budget has been set at £1,155,005.28 per annum and £3,465,015.84 for the term of 3 years and for 5 years will be £5,775,026.40.

NB The Council is looking for one provider to deliver homelessness and Ex offender services.

Interested providers are invited to submit a tender for one or more of the Lots by submitting a response to the Selection Questionnaire, Generic questionnaire and the relevant Lot specific questionnaires as appropriate.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Social value / Weighting: 10

Price - Weighting: 40

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

II.2) Description

II.2.1) Title

Mental Health service

Lot No

3

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI7 - Outer London – West and North West

II.2.4) Description of the procurement

The Authority requires the delivery of an accommodation based Housing Related Support (HRS) service for vulnerable people who have low to medium mental health needs.

The service will deliver 300 hours of support per week for people aged between 18 -65 who require low-medium level accommodation based MH support. Support will be delivered across 20 properties, which contains 105 units. Support will be delivered on a basket of hours approach depending on needs of the individual. This will be a peripatetic service.

An indicative overall budget has been set at £305,019 per annum and £915,057 for the term of 3 years and £1,525,095 over 5 years

NB The Council is looking for one provider to deliver Mental Health services.

Interested providers are invited to submit a tender for one or more of the Lots by submitting a response to the Selection Questionnaire, Generic questionnaire and the relevant Lot specific questionnaires as appropriate.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Social value / Weighting: 10

Price - Weighting: 40

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

II.2) Description

II.2.1) Title

Handy Person Service

Lot No

4

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI7 - Outer London – West and North West

II.2.4) Description of the procurement

The Authority requires the delivery of a Handy Person Service based Housing Related Support (HRS) service for vulnerable older people. The service will deliver 129.5 hours of support per week for people who require a Handyperson service to help them remain at home for longer. The age eligibility criteria for the service is for adults who are over 50 years old. The Handyperson service aims to support people to sustain their tenancy or home and reduces the need for more intensive support at a later stage. The service also aims to help people maintain or regain their independence, increase safety in the home and encourages people to settle back into the community and support the development of self-reliance.

An indicative overall budget has been set at £131,667 per annum and £394,999 for the term of 3 years and £658,332.68 for the term of 5 years. This will be to deliver 129.5 hours of support per week.

NB The Council is looking for one provider to deliver Handy person services.

Interested providers are invited to submit a tender for one or more of the Lots by submitting a response to the Selection Questionnaire and the relevant Lot specific questionnaires.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Social value / Weighting: 10

Price - Weighting: 40

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

II.2) Description

II.2.1) Title

Young Person Service (18-21) and Crash pads

Lot No

5

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI7 - Outer London – West and North West

II.2.4) Description of the procurement

The Authority requires the delivery of a short-term accommodation based Housing Related Support (HRS) service for vulnerable young people aged between 18-21 who have been or who are homeless or at risk of being homeless including those with an offending background. The service will deliver 315 hours of support per week for young people between the age of 18-21 years of age who require housing related support accommodation. Support hours will be delivered across 6 properties totalling 45 units (accommodation details are listed in the specification published). The service will not deliver any personal care or registered activities, therefore providers do not need to be CQC registered.

In addition, there are 3 Crash Pads, which are based within the Willesden Lane properties. These are for 16-17 years of age and referrals come solely from CYP directorate. The crash pads will provide 9 hours of support per crash pad, totalling 27

hours per week which is in addition to the 315 hours. Support will be delivered on a basket of hours, depending on needs of the individual. The 'Crash Pad' will require a dedicated support worker who will work in partnership with Children Services to ensure young people are supported to reduce the risk of homelessness and help them to acquire life skills including EET.

The bidder must deliver this service in conjunction with the wider HRS Young Person service as set out in this service specification. The HRS service should work to support vulnerable young adults from ages 18-21 to move on to be able to live independently. The maximum time any individual should stay at the accommodation based support service should be approx. 18 to 24 months.

An indicative overall budget has been set at £320,269.95 per annum and £960,809.85 for the term of 3 years and £1,601,349.75 for 5 years . This will be to deliver 315 hours of housing related support per week across 45 units and 7 properties. This excludes the Crash Pads.

In addition to the HRS budget, an indicative overall budget for the Crash Pads has been set at an annual cost of £27,452, for the term of three years will be £82,355, and for the term of five years will be £137,258.55.

NB The Council is looking for one provider to deliver Young Person Service(18-21).

Interested providers are invited to submit a tender for one or more of the Lots by submitting a response to the Selection Questionnaire and the relevant Lot specific questionnaires.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Social value / Weighting: 10

Price - Weighting: 40

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

II.2) Description

II.2.1) Title

Domestic Abuse and Single Complex Women's Service

Lot No

6

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI7 - Outer London – West and North West

II.2.4) Description of the procurement

The Authority requires the delivery of a short-term accommodation based Housing Related Support (HRS) service for 23 units of Domestic Abuse across four Refuges, (including a Asian Women Refuge) in addition there is a service providing 9 units of accommodation (within one building) for single women who present with complex needs, such as rough sleeping, sex working, domestic abuse and or substance misuse. Bidders are required to bid for both the DA refuges and the Complex Women's service. Any bidder that bids for one service only will be disregarded from the tender process.

The services will deliver a total of 200 hours of housing related support per week to women across the four DA refuges and one complex women's service. The four refuges will accept both women and children, however support will only be provided to the women.

An indicative overall maximum budget has been set at a maximum of £203,346.00 per annum and £610,038.00 for the term of 3 years and for 5 years the maximum budget will be £1,016,730.00

NB The Council is looking for one provider to deliver is looking for a specialist provider who has experience of delivering support to women fleeing DA and also within a refuge setting.

Interested providers are invited to submit a tender for one or more of the Lots by submitting a response to the Selection Questionnaire and the relevant Lot specific questionnaires.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Social value / Weighting: 10

Price - Weighting: 40

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

II.2) Description

II.2.1) Title

Generic Floating Support

Lot No

7

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI7 - Outer London – West and North West

II.2.4) Description of the procurement

The Authority requires the delivery of a Generic Floating Support based Housing Related Support (HRS) service for vulnerable people who have been or who are homeless or at risk of homelessness including those with an offending background.

The service will deliver 740 hours of support per week for people who require support. The age eligibility criteria for the service is for adults who are between age of 18 and 60 years of age.

Support will be delivered on a basket of hours approach depending on needs of the individual. This will be a peripatetic service, which provides support to a range of service users within the community. The service is tenure neutral.

An indicative overall budget has been set at £752,380 per annum and £2,257,140 for the term of 3 years and £3,761,901 for the term of 5 years.

NB The Council is looking for one provider to deliver Generic Floating Support.

Interested providers are invited to submit a tender for one or more of the Lots by submitting a response to the Selection Questionnaire, Generic questionnaire and the relevant Lot specific questionnaires as appropriate.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Social value / Weighting: 10

Price - Weighting: 40

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 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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-005894](#)

Section V. Award of contract

Lot No

1

Title

Older People Floating Support Service

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section V. Award of contract

Lot No

2

Title

Homelessness and Ex offender service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

21 December 2021

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Look Ahead Housing & Care Ltd

Kings Buildings 16 Smith Square

London

SW1P 3HQ

Country

United Kingdom

NUTS code

- UKI7 - Outer London – West and North West

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £5,421,342.08

Section V. Award of contract

Lot No

3

Title

Mental Health Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

21 December 2021

V.2.2) Information about tenders

Number of tenders received: 13

Number of tenders received from SMEs: 10

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 13

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Hestia Housing and Support

Maya House 2nd Floor, 134-138 Borough High Street

London

SE1 1LB

Country

United Kingdom

NUTS code

- UKI7 - Outer London – West and North West

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,495,257.50

Section V. Award of contract

Lot No

4

Title

Handy Person Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 December 2021

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Elders Voice

181 Mortimer Rd

London

NW10 5TN

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £658,335

Section V. Award of contract

Lot No

5

Title

Young Person Service (18- 21) and Crash pads

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 December 2021

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 6

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 8

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Depaul UK

Sherborne House, 34 Decima Street

London

SE1 4QQ

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,651,685

Section V. Award of contract

Lot No

6

Title

Domestic Abuse and Complex Women's Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 December 2021

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Hestia Housing and Support

Maya House 1st & 2nd Floors 134 – 138 Borough High Street

London

SE1 1LB

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £951,705

Section V. Award of contract

Lot No

7

Title

Generic Floating Support Service

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Royal Court of Justice

London

WC2A 2LL

Country

United Kingdom