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Contract

Carers Support Services

LONDON BOROUGH OF NEWHAM

F03: Contract award notice

Notice identifier: 2023/S 000-005808

Procurement identifier (OCID): ocds-h6vhtk-037d43

Published 28 February 2023, 12:18pm

Section I: Contracting authority

I.1) Name and addresses

LONDON BOROUGH OF NEWHAM

Building 1000,Dockside Road

LONDON

E162QU

Email

eprocurement@onesource.co.uk

Country

United Kingdom

Region code

UKI41 - Hackney and Newham

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.newham.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

Carers Support Services

Reference number

ITTN174

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

This procurement is being conducted in accordance with the Public Contracts Regulations 2015. The procurement is subject to the light-touch regime under Section 7 Social and Other Specific Services. Under Regulation 76 the Council is free to establish a procedure, provided that procedure is sufficient to ensure compliance with the principles of transparency and equal treatment of economic operators (service providers).

Newham's Carers Strategy sets out a single, ambitious approach to improving the identification of and support to Carers across the borough at scale. The Council and its partners are looking for an experienced and innovative provider (or providers) to deliver Strengths-Based and highly accessible Carers support services and to drive forward the Carers Strategy outcomes. The service is divided into lots:

Lot 1) An online / virtual Carers Support service to provide comprehensive support to Adult Carers aged 18+ online and with the preferred addition of a telephone support option.

Lot 2) A Locally embedded all age-service (Young Carers, Parent Carers, Adult Carers) which will work with local Carers groups, Schools, Health providers, VCS and across our community as a whole to identify Carers, deliver direct support and enable them to navigate the range of local services that they need.

Suppliers will be able to apply for one or more lots, for example, Lot 1 only, Lot 2 only or both Lots 1 and 2.

The new service contract will go live on 1 April 2023 and will run for three years (with the option to extend on a two + two year basis, subject to satisfactory performance).

Total value for 7 years of contract is £1,785,000.00 excluding VAT divided in lots as per below:

Lot 1 = £350,000 (50K pa)

Lot 2 = £1,435,000 (205K pa)

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: £1,785,000

II.2) Description

II.2.1) Title

Digital Carers (18+) 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

- UKI41 - Hackney and Newham

II.2.4) Description of the procurement

Lot 1) An online / virtual Carers Support service to provide comprehensive support to Adult Carers aged 18+online and with the preferred addition of a telephone support option.

II.2.5) Award criteria

Quality criterion - Name: Method Statements / Weighting: 60

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

All Age Carers Support 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

- UKI41 - Hackney and Newham

II.2.4) Description of the procurement

Lot 2) A Locally embedded all age-service (Young Carers, Parent Carers,Adult Carers) which will work with local Carers groups,Schools, Health providers, VCS and across our community as a whole to identify Carers, deliver direct support and enable them to navigate the range of local services that they need.

II.2.5) Award criteria

Quality criterion - Name: Method Statements / Weighting: 60

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

II.2.11) Information about options

Options: 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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-030521](#)

Section V. Award of contract

Lot No

Lot 2

Title

All Age Carers Support Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 February 2023

V.2.2) Information about tenders

Number of tenders received: 4

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

V.2.3) Name and address of the contractor

Age UK East London

665 Barking Road Plaistow

London

E13 9EX

Country

United Kingdom

NUTS code

- UKI41 - Hackney and Newham

Charity Commission (England and Wales)

1144535

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £1,435,000

Total value of the contract/lot: £1,434,990.94

Section VI. Complementary information

VI.3) Additional information

Three bids were received for lot 1 Digital Carers (18+) Support Service. Following the tender evaluation officers concluded that none of the bids submitted fully met all of the specified requirements / core design principles. Therefore, it was decided not to award the contract to any bidder and to abandon the tender.

VI.4) Procedures for review

VI.4.1) Review body

NA

NA

Country

United Kingdom