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Tender

Home Care Services

Cornwall Council

F02: Contract notice

Notice identifier: 2024/S 000-006162

Procurement identifier (OCID): ocds-h6vhtk-043cf4

Published 26 February 2024, 4:21pm

The closing date and time has been changed to:

24 May 2024 - no time specified

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Cornwall Council

County Hall, Treyew Road

Truro

TR1 3AY

Contact

Celia Penhaligon

Email

Celia.Penhaligon@cornwall.gov.uk

Country

United Kingdom

Region code

UKK3 - Cornwall and Isles of Scilly

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://procontract.due-north.com/Advert/Index?advertId=f8a28b50-38bf-ed11-8120-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=f8a28b50-38bf-ed11-8120-005056b64545>

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

Home Care Services

Reference number

DN660169

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council is seeking to procure the provision of Home Care services by way of an alliancing arrangement for a maximum term of up to eight (8) years. Please refer to the procurement documents for further details.

II.1.5) Estimated total value

Value excluding VAT: £232,104,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots
11

II.2) Description

II.2.1) Title

Lot 1 Penwith

Lot No

1

II.2.2) Additional CPV code(s)

- 85323000 - Community health services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKK3 - Cornwall and Isles of Scilly

II.2.4) Description of the procurement

The Council is seeking to procure the provision of Home Care services by way of an alliancing arrangement for a maximum term of up to eight (8) years.

The current provision of the Services is delivered by a number of service providers who bid for individual packages of care via a Dynamic Purchasing System (“DPS”). The Council is intending to replace the DPS with a new model of service delivery through this procurement process.

The new model will see the Services being delivered by way of eleven (11) placed-based alliances. Each Alliance will be formed of a number of service providers who will collaborate together to optimise the delivery of the Services in a specific Geographical Zone. Each Alliance will be led by a Strategic Provider who will manage the performance of the Services, administer the Alliance, coordinate capacity optimisation activity and act as an Operational Provider of Last Resort (see the Strategic Provider Specification for more details), and multiple Individual Providers who will directly deliver Home Care services.

The principal aim of the Services is to ensure people have access to the right care, in the right place, at the right time and enabling them to stay well, safe and independent at home for longer. The Services will address the needs of older people and people with physical disabilities who require assistance with their personal care, daily living activities and accessing the community. They may also be used by people with learning disabilities, autism, mental health support needs, sensory loss and other conditions where this type of provision best meets their individual needs.

The Services will include:

- regulated 'personal care' tasks including but not limited to getting in and out of bed, washing and dressing, going to the toilet and taking medication;
- non-regulated tasks including shopping, cleaning, going out into the community and other activities that enable the Person to meet their assessed social care needs, usually in exceptional circumstances;
- night-time care, which may be used to meet a Person's needs in exceptional circumstances to prevent use of a residential care placements;
- clustering of home care services in specific locations, for example in a sheltered housing scheme, to enhance the offer available to people living in these settings and to optimise the available capacity; and
- Alliance Providers working collaboratively in each Geographical Zone to optimise service delivery and support each other with market fragility including prevention and management of local provider failure.

The procurement is divided into eleven (11) Lots which are aligned to eleven (11) Geographical Zones.

Lot 1 covers the geographical zone of Penwith which includes the following postcodes: TR17 0, TR18 2, TR18 3, TR18 4, TR18 4, TR18 5, TR19 6, TR19 7, TR20 8, TR20 9, TR26 1, TR26 2, TR26 3, TR27 4, TR27 5, TR27 6.

The Council intends for the Contract for each Lot to commence in October 2024, for a maximum term of eight (8) years. This is broken down as follows:

- an initial period of three (3) years commencing in October 2024; and
- an option for the Council to extend the term by a further three (3) years; and
- following the exercise of the first option, an option for the Council to extend the term by a further two (2) years.

Any extension of the term is at the sole discretion of the Council and the maximum term of the Contract will not exceed eight (8) years.

The Council intends to appoint one Alliance per Lot. In order to participate in this procurement process, providers must form Alliances and submit a composite Tender Response via the Portal. To be clear, a Tender Response from an Individual Provider or a Strategic Provider acting alone will not be considered. Any Individual Provider or Strategic Provider who wishes to take part in this procurement can only do so if it bids as part of an Alliance.

The Services being procured are social and specific services under the Regulations and are governed by the provisions of Section 7 of the Regulations (the “Light Touch Regime”). The Regulations provide the Council with the freedom to determine the procedures to apply in relation to the award of contracts under the Light Touch Regime. As such, the Council has decided to carry out a single stage process, akin to the Open procedure in Regulation 27 of the Regulations to procure the Services.

This advert is replacing the previously published PIN 2023/S 000-008521, published on 23rd March 2023 as Care and Support at Home in Cornwall. The current Home Care and Supportive Lifestyles contract commenced in 2018 and has now been extended until 30th September 2024.

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Please refer to the procurement documents for further details.

II.2.5) Award criteria

Quality criterion - Name: Method Statement / Weighting: 60

Quality criterion - Name: Quality Presentation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 15

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £37,344,000

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

Duration in months

96

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

An option for the Council (at its sole discretion) to extend the initial three (3) year term by a further three (3) years. Following the exercise of the first option, an option for the Council (at its sole discretion) to extend the term by a further two (2) years.

The maximum term of the Contract will not exceed eight (8) 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 Kerrier South

Lot No

2

II.2.2) Additional CPV code(s)

- 85323000 - Community health services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKK3 - Cornwall and Isles of Scilly

II.2.4) Description of the procurement

The Council is seeking to procure the provision of Home Care services by way of an alliancing arrangement for a maximum term of up to eight (8) years.

The current provision of the Services is delivered by a number of service providers who bid for individual packages of care via a Dynamic Purchasing System (“DPS”). The Council is intending to replace the DPS with a new model of service delivery through this procurement process.

The new model will see the Services being delivered by way of eleven (11) placed-based alliances. Each Alliance will be formed of a number of service providers who will collaborate together to optimise the delivery of the Services in a specific Geographical Zone. Each Alliance will be led by a Strategic Provider who will manage the performance of the Services, administer the Alliance, coordinate capacity optimisation activity and act as an Operational Provider of Last Resort (see the Strategic Provider Specification for more details), and multiple Individual Providers who will directly deliver Home Care services.

The principal aim of the Services is to ensure people have access to the right care, in the right place, at the right time and enabling them to stay well, safe and independent at home for longer. The Services will address the needs of older people and people with physical disabilities who require assistance with their personal care, daily living activities and accessing the community. They may also be used by people with learning disabilities, autism, mental health support needs, sensory loss and other conditions where this type of provision best meets their individual needs.

The Services will include:

- regulated ‘personal care’ tasks including but not limited to getting in and out of bed, washing and dressing, going to the toilet and taking medication;
- non-regulated tasks including shopping, cleaning, going out into the community and other activities that enable the Person to meet their assessed social care needs, usually in exceptional circumstances;
- night-time care, which may be used to meet a Person’s needs in exceptional circumstances to prevent use of a residential care placements;
- clustering of home care services in specific locations, for example in a sheltered housing scheme, to enhance the offer available to people living in these settings and to optimise the available capacity; and
- Alliance Providers working collaboratively in each Geographical Zone to optimise service delivery and support each other with market fragility including prevention and management

of local provider failure.

The procurement is divided into eleven (11) Lots which are aligned to eleven (11) Geographical Zones.

Lot 2 covers the geographical zone of Kerrier (South) which includes the following postcodes: TR12 6, TR12 7, TR13 0, TR13 8, TR13 9.

The Council intends for the Contract for each Lot to commence in October 2024, for a maximum term of eight (8) years. This is broken down as follows:

- an initial period of three (3) years commencing in October 2024; and
- an option for the Council to extend the term by a further three (3) years; and
- following the exercise of the first option, an option for the Council to extend the term by a further two (2) years.

Any extension of the term is at the sole discretion of the Council and the maximum term of the Contract will not exceed eight (8) years.

The Council intends to appoint one Alliance per Lot. In order to participate in this procurement process, providers must form Alliances and submit a composite Tender Response via the Portal. To be clear, a Tender Response from an Individual Provider or a Strategic Provider acting alone will not be considered. Any Individual Provider or Strategic Provider who wishes to take part in this procurement can only do so if it bids as part of an Alliance.

The Services being procured are social and specific services under the Regulations and are governed by the provisions of Section 7 of the Regulations (the “Light Touch Regime”). The Regulations provide the Council with the freedom to determine the procedures to apply in relation to the award of contracts under the Light Touch Regime. As such, the Council has decided to carry out a single stage process, akin to the Open procedure in Regulation 27 of the Regulations to procure the Services.

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II.2.5) Award criteria

Quality criterion - Name: Method Statement / Weighting: 60

Quality criterion - Name: Quality Presentation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 15

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £12,528,000

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

Duration in months

96

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

An option for the Council (at its sole discretion) to extend the initial three (3) year term by a further three (3) years. Following the exercise of the first option, an option for the Council (at its sole discretion) to extend the term by a further two (2) years.

The maximum term of the Contract will not exceed eight (8) 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 Kerrier North

Lot No

3

II.2.2) Additional CPV code(s)

- 85323000 - Community health services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKK3 - Cornwall and Isles of Scilly

II.2.4) Description of the procurement

The Council is seeking to procure the provision of Home Care services by way of an alliancing arrangement for a maximum term of up to eight (8) years.

The current provision of the Services is delivered by a number of service providers who bid for individual packages of care via a Dynamic Purchasing System (“DPS”). The Council is intending to replace the DPS with a new model of service delivery through this procurement process.

The new model will see the Services being delivered by way of eleven (11) placed-based alliances. Each Alliance will be formed of a number of service providers who will collaborate together to optimise the delivery of the Services in a specific Geographical Zone. Each Alliance will be led by a Strategic Provider who will manage the performance of the Services, administer the Alliance, coordinate capacity optimisation activity and act as an Operational Provider of Last Resort (see the Strategic Provider Specification for more details), and

multiple Individual Providers who will directly deliver Home Care services.

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The Services will include:

- regulated ‘personal care’ tasks including but not limited to getting in and out of bed, washing and dressing, going to the toilet and taking medication;
- non-regulated tasks including shopping, cleaning, going out into the community and other activities that enable the Person to meet their assessed social care needs, usually in exceptional circumstances;
- night-time care, which may be used to meet a Person’s needs in exceptional circumstances to prevent use of a residential care placements;
- clustering of home care services in specific locations, for example in a sheltered housing scheme, to enhance the offer available to people living in these settings and to optimise the available capacity; and
- Alliance Providers working collaboratively in each Geographical Zone to optimise service delivery and support each other with market fragility including prevention and management of local provider failure.

The procurement is divided into eleven (11) Lots which are aligned to eleven (11) Geographical Zones.

Lot 3 covers the geographical zone of Kerrier (North) which includes the following postcodes: TR14 0, TR14 7, TR14 8, TR14 9, TR15 1, TR15 2, TR15 3, TR16 4, TR16 5, TR16 6.

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- an initial period of three (3) years commencing in October 2024; and
- an option for the Council to extend the term by a further three (3) years; and
- following the exercise of the first option, an option for the Council to extend the term by a

further two (2) years.

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II.2.5) Award criteria

Quality criterion - Name: Method Statement / Weighting: 60

Quality criterion - Name: Quality Presentation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 15

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £31,512,000

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

Duration in months

96

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

An option for the Council (at its sole discretion) to extend the initial three (3) year term by a further three (3) years. Following the exercise of the first option, an option for the Council (at its sole discretion) to extend the term by a further two (2) years.

The maximum term of the Contract will not exceed eight (8) 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 4 Falmouth and Penryn

Lot No

4

II.2.2) Additional CPV code(s)

- 85323000 - Community health services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKK3 - Cornwall and Isles of Scilly

II.2.4) Description of the procurement

The Council is seeking to procure the provision of Home Care services by way of an alliancing arrangement for a maximum term of up to eight (8) years.

The current provision of the Services is delivered by a number of service providers who bid for individual packages of care via a Dynamic Purchasing System (“DPS”). The Council is intending to replace the DPS with a new model of service delivery through this procurement process.

The new model will see the Services being delivered by way of eleven (11) placed-based alliances. Each Alliance will be formed of a number of service providers who will collaborate together to optimise the delivery of the Services in a specific Geographical Zone. Each Alliance will be led by a Strategic Provider who will manage the performance of the Services, administer the Alliance, coordinate capacity optimisation activity and act as an Operational Provider of Last Resort (see the Strategic Provider Specification for more details), and multiple Individual Providers who will directly deliver Home Care services.

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The Services will include:

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activities that enable the Person to meet their assessed social care needs, usually in exceptional circumstances;

- night-time care, which may be used to meet a Person's needs in exceptional circumstances to prevent use of a residential care placements;
- clustering of home care services in specific locations, for example in a sheltered housing scheme, to enhance the offer available to people living in these settings and to optimise the available capacity; and
- Alliance Providers working collaboratively in each Geographical Zone to optimise service delivery and support each other with market fragility including prevention and management of local provider failure.

The procurement is divided into eleven (11) Lots which are aligned to eleven (11) Geographical Zones.

Lot 4 covers the geographical zone of Falmouth and Penryn which includes the following postcodes: TR 3 7, TR11 2, TR11 3, TR11 4, TR11 5, TR10 8, TR10 9.

The Council intends for the Contract for each Lot to commence in October 2024, for a maximum term of eight (8) years. This is broken down as follows:

- an initial period of three (3) years commencing in October 2024; and
- an option for the Council to extend the term by a further three (3) years; and
- following the exercise of the first option, an option for the Council to extend the term by a further two (2) years.

Any extension of the term is at the sole discretion of the Council and the maximum term of the Contract will not exceed eight (8) years.

The Council intends to appoint one Alliance per Lot. In order to participate in this procurement process, providers must form Alliances and submit a composite Tender Response via the Portal. To be clear, a Tender Response from an Individual Provider or a Strategic Provider acting alone will not be considered. Any Individual Provider or Strategic Provider who wishes to take part in this procurement can only do so if it bids as part of an Alliance.

The Services being procured are social and specific services under the Regulations and are governed by the provisions of Section 7 of the Regulations (the "Light Touch Regime"). The Regulations provide the Council with the freedom to determine the procedures to apply in relation to the award of contracts under the Light Touch Regime. As such, the Council has

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Please refer to the procurement documents for further details.

II.2.5) Award criteria

Quality criterion - Name: Method Statement / Weighting: 60

Quality criterion - Name: Quality Presentation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 15

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £19,480,000

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

Duration in months

96

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

An option for the Council (at its sole discretion) to extend the initial three (3) year term by a further three (3) years. Following the exercise of the first option, an option for the Council (at its sole discretion) to extend the term by a further two (2) years.

The maximum term of the Contract will not exceed eight (8) 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 5 Truro Rural

Lot No

5

II.2.2) Additional CPV code(s)

- 85323000 - Community health services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKK3 - Cornwall and Isles of Scilly

II.2.4) Description of the procurement

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- Alliance Providers working collaboratively in each Geographical Zone to optimise service delivery and support each other with market fragility including prevention and management of local provider failure.

The procurement is divided into eleven (11) Lots which are aligned to eleven (11) Geographical Zones.

Lot 5 covers the geographical zone of Truro Rural which includes the following postcodes: TR1 1, TR1 2, TR1 3, TR2 4, TR2 5, TR3 6, TR4 8, TR4 9, TR5 0, TR6 0.

The Council intends for the Contract for each Lot to commence in October 2024, for a maximum term of eight (8) years. This is broken down as follows:

- an initial period of three (3) years commencing in October 2024; and
- an option for the Council to extend the term by a further three (3) years; and
- following the exercise of the first option, an option for the Council to extend the term by a further two (2) years.

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II.2.5) Award criteria

Quality criterion - Name: Method Statement / Weighting: 60

Quality criterion - Name: Quality Presentation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 15

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £23,520,000

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

Duration in months

96

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

An option for the Council (at its sole discretion) to extend the initial three (3) year term by a further three (3) years. Following the exercise of the first option, an option for the Council (at its sole discretion) to extend the term by a further two (2) years.

The maximum term of the Contract will not exceed eight (8) 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 6 Newquay and Clays

Lot No

6

II.2.2) Additional CPV code(s)

- 85323000 - Community health services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKK3 - Cornwall and Isles of Scilly

II.2.4) Description of the procurement

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The new model will see the Services being delivered by way of eleven (11) placed-based alliances. Each Alliance will be formed of a number of service providers who will collaborate together to optimise the delivery of the Services in a specific Geographical Zone. Each Alliance will be led by a Strategic Provider who will manage the performance of the Services, administer the Alliance, coordinate capacity optimisation activity and act as an Operational Provider of Last Resort (see the Strategic Provider Specification for more details), and multiple Individual Providers who will directly deliver Home Care services.

The principal aim of the Services is to ensure people have access to the right care, in the right place, at the right time and enabling them to stay well, safe and independent at home for longer. The Services will address the needs of older people and people with physical

disabilities who require assistance with their personal care, daily living activities and accessing the community. They may also be used by people with learning disabilities, autism, mental health support needs, sensory loss and other conditions where this type of provision best meets their individual needs.

The Services will include:

- regulated 'personal care' tasks including but not limited to getting in and out of bed, washing and dressing, going to the toilet and taking medication;
- non-regulated tasks including shopping, cleaning, going out into the community and other activities that enable the Person to meet their assessed social care needs, usually in exceptional circumstances;
- night-time care, which may be used to meet a Person's needs in exceptional circumstances to prevent use of a residential care placements;
- clustering of home care services in specific locations, for example in a sheltered housing scheme, to enhance the offer available to people living in these settings and to optimise the available capacity; and
- Alliance Providers working collaboratively in each Geographical Zone to optimise service delivery and support each other with market fragility including prevention and management of local provider failure.

The procurement is divided into eleven (11) Lots which are aligned to eleven (11) Geographical Zones.

Lot 6 covers the geographical zone of Newquay and Clays which includes the following postcodes:

TR7 1, TR7 2, TR7 3, TR8 4, TR8 5, TR9 6.

The Council intends for the Contract for each Lot to commence in October 2024, for a maximum term of eight (8) years. This is broken down as follows:

- an initial period of three (3) years commencing in October 2024; and
- an option for the Council to extend the term by a further three (3) years; and
- following the exercise of the first option, an option for the Council to extend the term by a further two (2) years.

Any extension of the term is at the sole discretion of the Council and the maximum term of

the Contract will not exceed eight (8) years.

The Council intends to appoint one Alliance per Lot. In order to participate in this procurement process, providers must form Alliances and submit a composite Tender Response via the Portal. To be clear, a Tender Response from an Individual Provider or a Strategic Provider acting alone will not be considered. Any Individual Provider or Strategic Provider who wishes to take part in this procurement can only do so if it bids as part of an Alliance.

The Services being procured are social and specific services under the Regulations and are governed by the provisions of Section 7 of the Regulations (the “Light Touch Regime”). The Regulations provide the Council with the freedom to determine the procedures to apply in relation to the award of contracts under the Light Touch Regime. As such, the Council has decided to carry out a single stage process, akin to the Open procedure in Regulation 27 of the Regulations to procure the Services.

This advert is replacing the previously published PIN 2023/S 000-008521, published on 23rd March 2023 as Care and Support at Home in Cornwall. The current Home Care and Supportive Lifestyles contract commenced in 2018 and has now been extended until 30th September 2024.

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Please refer to the procurement documents for further details.

II.2.5) Award criteria

Quality criterion - Name: Method Statement / Weighting: 60

Quality criterion - Name: Quality Presentation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 15

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £13,496,000

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

system

Duration in months

96

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

An option for the Council (at its sole discretion) to extend the initial three (3) year term by a further three (3) years. Following the exercise of the first option, an option for the Council (at its sole discretion) to extend the term by a further two (2) years.

The maximum term of the Contract will not exceed eight (8) 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 7 St Austell, Three Harbours and Mevagissey

Lot No

7

II.2.2) Additional CPV code(s)

- 85323000 - Community health services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKK3 - Cornwall and Isles of Scilly

II.2.4) Description of the procurement

The Council is seeking to procure the provision of Home Care services by way of an alliancing arrangement for a maximum term of up to eight (8) years.

The current provision of the Services is delivered by a number of service providers who bid for individual packages of care via a Dynamic Purchasing System (“DPS”). The Council is intending to replace the DPS with a new model of service delivery through this procurement process.

The new model will see the Services being delivered by way of eleven (11) placed-based alliances. Each Alliance will be formed of a number of service providers who will collaborate together to optimise the delivery of the Services in a specific Geographical Zone. Each Alliance will be led by a Strategic Provider who will manage the performance of the Services, administer the Alliance, coordinate capacity optimisation activity and act as an Operational Provider of Last Resort (see the Strategic Provider Specification for more details), and multiple Individual Providers who will directly deliver Home Care services.

The principal aim of the Services is to ensure people have access to the right care, in the right place, at the right time and enabling them to stay well, safe and independent at home for longer. The Services will address the needs of older people and people with physical disabilities who require assistance with their personal care, daily living activities and accessing the community. They may also be used by people with learning disabilities, autism, mental health support needs, sensory loss and other conditions where this type of provision best meets their individual needs.

The Services will include:

- regulated ‘personal care’ tasks including but not limited to getting in and out of bed, washing and dressing, going to the toilet and taking medication;
- non-regulated tasks including shopping, cleaning, going out into the community and other activities that enable the Person to meet their assessed social care needs, usually in exceptional circumstances;

- night-time care, which may be used to meet a Person's needs in exceptional circumstances to prevent use of a residential care placements;
- clustering of home care services in specific locations, for example in a sheltered housing scheme, to enhance the offer available to people living in these settings and to optimise the available capacity; and
- Alliance Providers working collaboratively in each Geographical Zone to optimise service delivery and support each other with market fragility including prevention and management of local provider failure.

The procurement is divided into eleven (11) Lots which are aligned to eleven (11) Geographical Zones.

Lot 7 covers the geographical zone of St Austell, Three Harbours and Mevagissey which includes the following postcodes: PL22 0, PL23 1, PL24 2, PL25 3, PL25 4, PL25 5, PL26 6, PL26 7, PL26 8.

The Council intends for the Contract for each Lot to commence in October 2024, for a maximum term of eight (8) years. This is broken down as follows:

- an initial period of three (3) years commencing in October 2024; and
- an option for the Council to extend the term by a further three (3) years; and
- following the exercise of the first option, an option for the Council to extend the term by a further two (2) years.

Any extension of the term is at the sole discretion of the Council and the maximum term of the Contract will not exceed eight (8) years.

The Council intends to appoint one Alliance per Lot. In order to participate in this procurement process, providers must form Alliances and submit a composite Tender Response via the Portal. To be clear, a Tender Response from an Individual Provider or a Strategic Provider acting alone will not be considered. Any Individual Provider or Strategic Provider who wishes to take part in this procurement can only do so if it bids as part of an Alliance.

The Services being procured are social and specific services under the Regulations and are governed by the provisions of Section 7 of the Regulations (the "Light Touch Regime"). The Regulations provide the Council with the freedom to determine the procedures to apply in relation to the award of contracts under the Light Touch Regime. As such, the Council has decided to carry out a single stage process, akin to the Open procedure in Regulation 27 of the Regulations to procure the Services.

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Please refer to the procurement documents for further details.

II.2.5) Award criteria

Quality criterion - Name: Method Statement / Weighting: 60

Quality criterion - Name: Quality Presentation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 15

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £28,384,000

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

Duration in months

96

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

An option for the Council (at its sole discretion) to extend the initial three (3) year term by a further three (3) years. Following the exercise of the first option, an option for the Council (at its sole discretion) to extend the term by a further two (2) years.

The maximum term of the Contract will not exceed eight (8) 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 8 Bodmin and Wadebridge

Lot No

8

II.2.2) Additional CPV code(s)

- 85323000 - Community health services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKK3 - Cornwall and Isles of Scilly

II.2.4) Description of the procurement

The Council is seeking to procure the provision of Home Care services by way of an alliancing arrangement for a maximum term of up to eight (8) years.

The current provision of the Services is delivered by a number of service providers who bid for

individual packages of care via a Dynamic Purchasing System (“DPS”). The Council is intending to replace the DPS with a new model of service delivery through this procurement process.

The new model will see the Services being delivered by way of eleven (11) placed-based alliances. Each Alliance will be formed of a number of service providers who will collaborate together to optimise the delivery of the Services in a specific Geographical Zone. Each Alliance will be led by a Strategic Provider who will manage the performance of the Services, administer the Alliance, coordinate capacity optimisation activity and act as an Operational Provider of Last Resort (see the Strategic Provider Specification for more details), and multiple Individual Providers who will directly deliver Home Care services.

The principal aim of the Services is to ensure people have access to the right care, in the right place, at the right time and enabling them to stay well, safe and independent at home for longer. The Services will address the needs of older people and people with physical disabilities who require assistance with their personal care, daily living activities and accessing the community. They may also be used by people with learning disabilities, autism, mental health support needs, sensory loss and other conditions where this type of provision best meets their individual needs.

The Services will include:

- regulated ‘personal care’ tasks including but not limited to getting in and out of bed, washing and dressing, going to the toilet and taking medication;
- non-regulated tasks including shopping, cleaning, going out into the community and other activities that enable the Person to meet their assessed social care needs, usually in exceptional circumstances;
- night-time care, which may be used to meet a Person’s needs in exceptional circumstances to prevent use of a residential care placements;
- clustering of home care services in specific locations, for example in a sheltered housing scheme, to enhance the offer available to people living in these settings and to optimise the available capacity; and
- Alliance Providers working collaboratively in each Geographical Zone to optimise service delivery and support each other with market fragility including prevention and management of local provider failure.

The procurement is divided into eleven (11) Lots which are aligned to eleven (11) Geographical Zones.

Lot 8 covers the geographical zone of Bodmin and Wadebridge which includes the following

postcodes: PL27 6, PL27 7, PL28 8, PL29 3, PL30 3, PL30 4, PL30 5, PL31 1, PL31 2.

The Council intends for the Contract for each Lot to commence in October 2024, for a maximum term of eight (8) years. This is broken down as follows:

- an initial period of three (3) years commencing in October 2024; and
- an option for the Council to extend the term by a further three (3) years; and
- following the exercise of the first option, an option for the Council to extend the term by a further two (2) years.

Any extension of the term is at the sole discretion of the Council and the maximum term of the Contract will not exceed eight (8) years.

The Council intends to appoint one Alliance per Lot. In order to participate in this procurement process, providers must form Alliances and submit a composite Tender Response via the Portal. To be clear, a Tender Response from an Individual Provider or a Strategic Provider acting alone will not be considered. Any Individual Provider or Strategic Provider who wishes to take part in this procurement can only do so if it bids as part of an Alliance.

The Services being procured are social and specific services under the Regulations and are governed by the provisions of Section 7 of the Regulations (the “Light Touch Regime”). The Regulations provide the Council with the freedom to determine the procedures to apply in relation to the award of contracts under the Light Touch Regime. As such, the Council has decided to carry out a single stage process, akin to the Open procedure in Regulation 27 of the Regulations to procure the Services.

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Please refer to the procurement documents for further details.

II.2.5) Award criteria

Quality criterion - Name: Method Statement / Weighting: 60

Quality criterion - Name: Quality Presentation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 15

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £15,264,000

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

Duration in months

96

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

An option for the Council (at its sole discretion) to extend the initial three (3) year term by a further three (3) years. Following the exercise of the first option, an option for the Council (at its sole discretion) to extend the term by a further two (2) years.

The maximum term of the Contract will not exceed eight (8) 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 9 Liskeard, Looe, Rame and Peninsula

Lot No

9

II.2.2) Additional CPV code(s)

- 85323000 - Community health services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKK3 - Cornwall and Isles of Scilly

II.2.4) Description of the procurement

The Council is seeking to procure the provision of Home Care services by way of an alliancing arrangement for a maximum term of up to eight (8) years.

The current provision of the Services is delivered by a number of service providers who bid for individual packages of care via a Dynamic Purchasing System (“DPS”). The Council is intending to replace the DPS with a new model of service delivery through this procurement process.

The new model will see the Services being delivered by way of eleven (11) placed-based alliances. Each Alliance will be formed of a number of service providers who will collaborate together to optimise the delivery of the Services in a specific Geographical Zone. Each Alliance will be led by a Strategic Provider who will manage the performance of the Services, administer the Alliance, coordinate capacity optimisation activity and act as an Operational Provider of Last Resort (see the Strategic Provider Specification for more details), and multiple Individual Providers who will directly deliver Home Care services.

The principal aim of the Services is to ensure people have access to the right care, in the right place, at the right time and enabling them to stay well, safe and independent at home for longer. The Services will address the needs of older people and people with physical disabilities who require assistance with their personal care, daily living activities and accessing the community. They may also be used by people with learning disabilities, autism, mental health support needs, sensory loss and other conditions where this type of provision

best meets their individual needs.

The Services will include:

- regulated ‘personal care’ tasks including but not limited to getting in and out of bed, washing and dressing, going to the toilet and taking medication;
- non-regulated tasks including shopping, cleaning, going out into the community and other activities that enable the Person to meet their assessed social care needs, usually in exceptional circumstances;
- night-time care, which may be used to meet a Person’s needs in exceptional circumstances to prevent use of a residential care placements;
- clustering of home care services in specific locations, for example in a sheltered housing scheme, to enhance the offer available to people living in these settings and to optimise the available capacity; and
- Alliance Providers working collaboratively in each Geographical Zone to optimise service delivery and support each other with market fragility including prevention and management of local provider failure.

The procurement is divided into eleven (11) Lots which are aligned to eleven (11) Geographical Zones.

Lot 9 covers the geographical zone of Liskeard, Looe, Rame and Peninsula which includes the following postcodes: PL10 1, PL11 2, PL11 3, PL13 1, PL13 2, PL14 3, PL14 4, PL14 5, PL14 6.

The Council intends for the Contract for each Lot to commence in October 2024, for a maximum term of eight (8) years. This is broken down as follows:

- an initial period of three (3) years commencing in October 2024; and
- an option for the Council to extend the term by a further three (3) years; and
- following the exercise of the first option, an option for the Council to extend the term by a further two (2) years.

Any extension of the term is at the sole discretion of the Council and the maximum term of the Contract will not exceed eight (8) years.

The Council intends to appoint one Alliance per Lot. In order to participate in this procurement process, providers must form Alliances and submit a composite Tender Response via the Portal. To be clear, a Tender Response from an Individual Provider or a

Strategic Provider acting alone will not be considered. Any Individual Provider or Strategic Provider who wishes to take part in this procurement can only do so if it bids as part of an Alliance.

The Services being procured are social and specific services under the Regulations and are governed by the provisions of Section 7 of the Regulations (the “Light Touch Regime”). The Regulations provide the Council with the freedom to determine the procedures to apply in relation to the award of contracts under the Light Touch Regime. As such, the Council has decided to carry out a single stage process, akin to the Open procedure in Regulation 27 of the Regulations to procure the Services.

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Please refer to the procurement documents for further details.

II.2.5) Award criteria

Quality criterion - Name: Method Statement / Weighting: 60

Quality criterion - Name: Quality Presentation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 15

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £17,576,000

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

Duration in months

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

An option for the Council (at its sole discretion) to extend the initial three (3) year term by a further three (3) years. Following the exercise of the first option, an option for the Council (at its sole discretion) to extend the term by a further two (2) years.

The maximum term of the Contract will not exceed eight (8) 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 10 Tamar Valley and Saltash

Lot No

10

II.2.2) Additional CPV code(s)

- 85323000 - Community health services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKK3 - Cornwall and Isles of Scilly

II.2.4) Description of the procurement

The Council is seeking to procure the provision of Home Care services by way of an alliancing arrangement for a maximum term of up to eight (8) years.

The current provision of the Services is delivered by a number of service providers who bid for individual packages of care via a Dynamic Purchasing System (“DPS”). The Council is intending to replace the DPS with a new model of service delivery through this procurement process.

The new model will see the Services being delivered by way of eleven (11) placed-based alliances. Each Alliance will be formed of a number of service providers who will collaborate together to optimise the delivery of the Services in a specific Geographical Zone. Each Alliance will be led by a Strategic Provider who will manage the performance of the Services, administer the Alliance, coordinate capacity optimisation activity and act as an Operational Provider of Last Resort (see the Strategic Provider Specification for more details), and multiple Individual Providers who will directly deliver Home Care services.

The principal aim of the Services is to ensure people have access to the right care, in the right place, at the right time and enabling them to stay well, safe and independent at home for longer. The Services will address the needs of older people and people with physical disabilities who require assistance with their personal care, daily living activities and accessing the community. They may also be used by people with learning disabilities, autism, mental health support needs, sensory loss and other conditions where this type of provision best meets their individual needs.

The Services will include:

- regulated ‘personal care’ tasks including but not limited to getting in and out of bed, washing and dressing, going to the toilet and taking medication;
- non-regulated tasks including shopping, cleaning, going out into the community and other activities that enable the Person to meet their assessed social care needs, usually in exceptional circumstances;
- night-time care, which may be used to meet a Person’s needs in exceptional circumstances to prevent use of a residential care placements;
- clustering of home care services in specific locations, for example in a sheltered housing scheme, to enhance the offer available to people living in these settings and to optimise the

available capacity; and

- Alliance Providers working collaboratively in each Geographical Zone to optimise service delivery and support each other with market fragility including prevention and management of local provider failure.

The procurement is divided into eleven (11) Lots which are aligned to eleven (11) Geographical Zones.

Lot 10 covers the geographical zone of Tamar Valley and Saltash which includes the following postcodes: PL12 4, PL12 5, PL12 6, PL17 7, PL17 8, PL18 9.

The Council intends for the Contract for each Lot to commence in October 2024, for a maximum term of eight (8) years. This is broken down as follows:

- an initial period of three (3) years commencing in October 2024; and
- an option for the Council to extend the term by a further three (3) years; and
- following the exercise of the first option, an option for the Council to extend the term by a further two (2) years.

Any extension of the term is at the sole discretion of the Council and the maximum term of the Contract will not exceed eight (8) years.

The Council intends to appoint one Alliance per Lot. In order to participate in this procurement process, providers must form Alliances and submit a composite Tender Response via the Portal. To be clear, a Tender Response from an Individual Provider or a Strategic Provider acting alone will not be considered. Any Individual Provider or Strategic Provider who wishes to take part in this procurement can only do so if it bids as part of an Alliance.

The Services being procured are social and specific services under the Regulations and are governed by the provisions of Section 7 of the Regulations (the “Light Touch Regime”). The Regulations provide the Council with the freedom to determine the procedures to apply in relation to the award of contracts under the Light Touch Regime. As such, the Council has decided to carry out a single stage process, akin to the Open procedure in Regulation 27 of the Regulations to procure the Services.

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Please refer to the procurement documents for further details.

II.2.5) Award criteria

Quality criterion - Name: Method Statement / Weighting: 60

Quality criterion - Name: Quality Presentation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 15

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £13,296,000

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

Duration in months

96

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

An option for the Council (at its sole discretion) to extend the initial three (3) year term by a

further three (3) years. Following the exercise of the first option, an option for the Council (at its sole discretion) to extend the term by a further two (2) years.

The maximum term of the Contract will not exceed eight (8) 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 11 Camelford, Bude, Stratton and Launceston

Lot No

11

II.2.2) Additional CPV code(s)

- 85323000 - Community health services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKK3 - Cornwall and Isles of Scilly

II.2.4) Description of the procurement

The Council is seeking to procure the provision of Home Care services by way of an alliancing arrangement for a maximum term of up to eight (8) years.

The current provision of the Services is delivered by a number of service providers who bid for individual packages of care via a Dynamic Purchasing System (“DPS”). The Council is intending to replace the DPS with a new model of service delivery through this procurement process.

The new model will see the Services being delivered by way of eleven (11) placed-based

alliances. Each Alliance will be formed of a number of service providers who will collaborate together to optimise the delivery of the Services in a specific Geographical Zone. Each Alliance will be led by a Strategic Provider who will manage the performance of the Services, administer the Alliance, coordinate capacity optimisation activity and act as an Operational Provider of Last Resort (see the Strategic Provider Specification for more details), and multiple Individual Providers who will directly deliver Home Care services.

The principal aim of the Services is to ensure people have access to the right care, in the right place, at the right time and enabling them to stay well, safe and independent at home for longer. The Services will address the needs of older people and people with physical disabilities who require assistance with their personal care, daily living activities and accessing the community. They may also be used by people with learning disabilities, autism, mental health support needs, sensory loss and other conditions where this type of provision best meets their individual needs.

The Services will include:

- regulated ‘personal care’ tasks including but not limited to getting in and out of bed, washing and dressing, going to the toilet and taking medication;
- non-regulated tasks including shopping, cleaning, going out into the community and other activities that enable the Person to meet their assessed social care needs, usually in exceptional circumstances;
- night-time care, which may be used to meet a Person’s needs in exceptional circumstances to prevent use of a residential care placements;
- clustering of home care services in specific locations, for example in a sheltered housing scheme, to enhance the offer available to people living in these settings and to optimise the available capacity; and
- Alliance Providers working collaboratively in each Geographical Zone to optimise service delivery and support each other with market fragility including prevention and management of local provider failure.

The procurement is divided into eleven (11) Lots which are aligned to eleven (11) Geographical Zones.

Lot 11 covers the geographical zone of Camelford, Bude, Stratton and Launceston which includes the following postcodes: EX22 6, EX22 7, EX23 0, EX23 8, EX23 9, PL15 7, PL15 8, PL15 9, PL32 9, PL33 9, PL34 0, PL35 0.

The Council intends for the Contract for each Lot to commence in October 2024, for a maximum term of eight (8) years. This is broken down as follows:

- an initial period of three (3) years commencing in October 2024; and
- an option for the Council to extend the term by a further three (3) years; and
- following the exercise of the first option, an option for the Council to extend the term by a further two (2) years.

Any extension of the term is at the sole discretion of the Council and the maximum term of the Contract will not exceed eight (8) years.

The Council intends to appoint one Alliance per Lot. In order to participate in this procurement process, providers must form Alliances and submit a composite Tender Response via the Portal. To be clear, a Tender Response from an Individual Provider or a Strategic Provider acting alone will not be considered. Any Individual Provider or Strategic Provider who wishes to take part in this procurement can only do so if it bids as part of an Alliance.

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Please refer to the procurement documents for further details.

II.2.5) Award criteria

Quality criterion - Name: Method Statement / Weighting: 60

Quality criterion - Name: Quality Presentation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 15

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £19,704,000

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

Duration in months

96

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

An option for the Council (at its sole discretion) to extend the initial three (3) year term by a further three (3) years. Following the exercise of the first option, an option for the Council (at its sole discretion) to extend the term by a further two (2) years.

The maximum term of the Contract will not exceed eight (8) 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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

Originally published as:

Date

26 April 2024

Local time

12:00pm

Changed to:

Date

24 May 2024

See the [change notice](#).

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

IV.2.7) Conditions for opening of tenders

Date

26 April 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.3) Additional information

- Any Contract entered into as a result of this contract notice shall be subject to English law and the exclusive jurisdiction of the English Courts.
- The Council reserves the right not to enter into any Contract or award any contract as a result of this contract notice and to vary or change or not to proceed with this competition at any stage of the procurement process.
- The Council shall not be responsible for any costs incurred by any potential bidder responding to this contract notice.
- Please refer to the procurement documentation for important notices in respect of commercially sensitive information and the application of the Freedom of Information Act 2000.
- The Council reserves the right to require potential bidders to enter into a parent company guarantee and/or performance bond.

VI.4) Procedures for review

VI.4.1) Review body

Cornwall Council

Truro

TR1 3AY

Country

United Kingdom