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Contract

TASC0124 Adult Social Care Transformation - Delivery Partner

Torbay Council

F03: Contract award notice

Notice identifier: 2024/S 000-006415

Procurement identifier (OCID): ocids-h6vhtk-043a49

Published 28 February 2024, 3:24pm

Section I: Contracting authority

I.1) Name and addresses

Torbay Council

Torbay Council Town Hall, Castle Circus

Torquay

TQ1 3DR

Contact

Miss Tracey Field

Email

tracey.field@torbay.gov.uk

Telephone

+44 1803208391

Country

United Kingdom

Region code

UKK42 - Torbay

Internet address(es)

Main address

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

Buyer's address

<http://www.torbay.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

TASC0124 Adult Social Care Transformation - Delivery Partner

Reference number

DN707177

II.1.2) Main CPV code

- 79410000 - Business and management consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Torbay Council sought a provider with a detailed understanding, and proven track record, in

the delivery of efficiency savings in Adult Social Care.

Consideration of increasing volume and complexity of demand, building on our excellent work with the Community and Voluntary sector is pivotal. In addition, measures to maximise

our staff's ability to enable independence for people through the way they work and the services available, is important for us.

The supplier is required to be able to respond to the challenges which Torbay, and its partners, have identified and be able to work within an integrated system. The supplier will understand local and national challenges and have tangible ways of addressing these.

Torbay is seeking fundamental and lasting change, which puts our residents first and delivers

long term efficiencies in our model.

The Supplier is required to develop an overarching change programme to deliver substantial

sustainable savings in Adult Social Care.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £1,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79421000 - Project-management services other than for construction work

II.2.3) Place of performance

NUTS codes

- UKK42 - Torbay

II.2.4) Description of the procurement

Upon commencement, in agreement with the Council and partners, the Supplier is required

to develop an overarching change programme to deliver substantial sustainable savings in

Adult Social Care, not less than £15m recurrently. This plan should include clear performance and financial targets, together with resource requirements, owners, and timescales.

Upon commencement, in agreement with the Council and partners, the Supplier is required

to develop a programme which identifies where the Local Authority (and partners) need to provide extra capacity to deliver change.

The Supplier is required to provide a detailed plan of how they propose to practically deliver

this change programme, including staffing resources to be deployed in teams.

The Supplier is required ensure there is co-production with people with lived expertise, staff

and providers.

The Supplier is required to have the capacity and capability to facilitate the sophisticated use

of data and benchmarking to inform and guide plans and deliverables.

The Supplier is required to provide a focus on innovation in digital approaches to

delivering

ASC.

The Supplier must have an understanding of and an ability to comply with The Care Act, The

Mental Capacity Act and The Mental Health Act and all other statutory duties of the local authority.

The Supplier must have an understanding of Health and Social Care Integration and a commitment to maximising the benefits of this to Torbay residents.

The Supplier is required to put a comprehensive and effective exit plan in place for the programme which creates the environment and infrastructure for sustained change.

II.2.5) Award criteria

Quality criterion - Name: Method Statement 1: Please provide a detailed delivery plan, setting out how you propose to practically deliver this change programme. / Weighting: 25.00%

Quality criterion - Name: Method Statement 2: Please provide a narrative to demonstrate the rationale for and effectiveness of your proposed delivery plan and the financial viability of your proposals. / Weighting: 30.00%

Quality criterion - Name: Technical Question 1: Co-production Please explain how you will ensure there is co-production with people with lived expertise, staff and providers across all aspects of programme delivery. / Weighting: 8.00%

Quality criterion - Name: Technical Question 2: Data Please describe your organisational capacity and capability in relation to the use of data, benchmarking and innovation in digital approaches and how you will use this to inform and guide delivery of the programme. / Weighting: 5.00%

Quality criterion - Name: Technical Question 3: Health and Social Care Please demonstrate your understanding of the Care Act, the Mental Capacity Act, the Mental Health Act, other relevant local authority statutory duties, social care integration and its benefits to Torbay residents and how you will apply these requirements and principles within programme delivery. / Weighting: 4.00%

Quality criterion - Name: Technical Question 4: Exit Management Please explain what you consider to be key components of a comprehensive and effective exit plan for the programme, which will create the environment and infrastructure for sustained change. / Weighting: 8.00%

Price - Weighting: 20.00%

II.2.11) Information about options

Options: Yes

Description of options

In the event of unforeseen delays to programme delivery not attributable to the Supplier or where ancillary / additional Services are identified to support delivery of the programme the

Contract may be extended for a period of up to 12 further months or until the end of the allocated budget.

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

Award of a contract without prior publication of a call for competition in the cases listed below

- The services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

Torbay Council had engaged a supplier to undertake preliminary work in relation to this transformation programme via a framework call-off. The call-off permitted the Council to award stage 2 of the work (delivery of the transformation programme) to the original supplier under the terms of that procurement. The pricing model proposed by the supplier for the 2nd stage resulted in price significantly in excess of the Council's budget and the Council was unable to continue through the work under the call-off contract. Torbay and South Devon NHS Foundation Trust (the Trust), who have devolved responsibility for the delivery of Adult Social Care in Torbay, had engaged a different external consultant to carry

out some organisational transformation work, directly linked to the planned change programme.

The Council has a finite budget for the delivery of the transformation programme and a pressing economic imperative to deliver significant and sustainable savings within the provision of adult social care. It is of paramount importance that the budget is used to deliver

the necessary change and not in revisiting prior diagnostic / research activity. Increasing pressure on the adult social care system and budgets mean that change needs to happen at considerable pace.

The 2 suppliers engaged by the Council and the Trust have the experience, capacity and capability to deliver the programme at pace, within tight timescales and have significant understanding of the current position in Torbay and the challenges this places on the adult social care system. Given this prior knowledge and experience it was the Council's view that

to ensure delivery at pace one of these 2 organisations was best placed to undertake delivery of the change programme. Appointing a supplier already working in Torbay will minimise the amount of time it will take to get the programme up and running, will not require up front time to be invested in additional research to ensure the suppliers full understanding of the challenges and areas where change is require, ensuring the budget for

this work is maximised in relation to direct delivery.

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: [2024/S 000-005025](#)

Section V. Award of contract

Contract No

TASC0124

Title

TASC0124 Adult Social Care Transformation - Delivery Partner

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

27 February 2024

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

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: 1

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

V.2.3) Name and address of the contractor

Channel 3 Consulting Ltd

Capital Building, Tyndall Street

Cardiff

CF10 4AZ

Country

United Kingdom

NUTS code

- UKK42 - Torbay

The contractor is an SME

Yes

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

Total value of the contract/lot: £999,975

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom