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Contract

Locality and Intensive Family Support Services

Glasgow City Council

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2024/S 000-008781

Procurement identifier (OCID): ocds-h6vhtk-03cf75

Published 19 March 2024, 10:57am

Section I: Contracting authority

I.1) Name and addresses

Glasgow City Council

40 John St, City Chambers

Glasgow

G2 1DU

Contact

Fiona Roberts

Email

Fiona.Roberts@sw.glasgow.gov.uk

Telephone

+44 1412872000

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

www.glasgow.gov.uk

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00196

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Locality and Intensive Family Support Services

Reference number

GCC005879SW

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Providers of the Locality and Intensive Family Support Services will support the aims and objectives of the Services by:

- Providing holistic, nurturing and relationship-based family support, where every child and young person is supported to achieve their full potential by adopting a strengths-based and rights-enabling approach that focuses on individual and family assets.
- Supporting meaningful partnership working and collaborative problem solving by seeing families as experts in their own lives.
- Listening to what families are saying, what they say they need and how they want to achieve it, and work in partnership with them to identify supports and solutions that can help.
- Working with children, young people, their parents, brothers and sisters, and wider family members as appropriate, to provide practical and emotional support. This will include tailored intervention with holistic, wraparound scaffolding and provision of timely, responsive, and flexible supports to meet the individual needs of the whole family.
- Committing to tackling financial exclusion and viewing families' pressures and stressors through a poverty and trauma-informed lens, contributing to reducing social inequalities and helping families to connect with supports within their neighbourhoods.

- Building on individual and family community networks, supporting long-term resilience and meaningful change to improve wellbeing and deliver positive, lasting outcomes for families that will allow them to confidently move on from the service.
- Being empathic and enabling, by asking, 'What will it take to keep this family together?' and 'What can I do to support this family today?'
- Providing support to every child, young person, and family to help them contribute positively to their communities throughout their lives.
- Continuing to develop the service collaboratively with stakeholders and in particular by embedding the successful elements of the current service into a model of practice.

This framework contract will run for four (4) years, commencing 28/06/2024 and ending on 27/06/2028. The council will have an option to extend the contract for a period of two (2) years and then also a further one (1) year, up to 27/06/2031. Extensions will be exercised by the Council serving notice to extend on the Bidder in accordance with the Council's Terms and Conditions.

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: £50,042,440

II.2) Description

II.2.1) Title

Locality Family Support Services North East Glasgow

Lot No

2

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

UK, Glasgow North East

II.2.4) Description of the procurement

Locality Family Support Service will support families with children from pre-birth up to their 12th birthday.

To assist the GCHSCP to deliver the Locality Family Support Services, the Provider will work with the GCHSCP and will:

- Provide early, effective support and intervention to families within a community setting, with holistic, wraparound provision.
- Support children and young people to remain at home, with their families and within their community, delivering support via strengths-based assessments and interventions.
- Work in partnership with all professionals and agencies involved with families to deliver flexible support services at the right time for families to help them achieve their goals and flourish.
- Play a key role in Glasgow's response to delivering an environment where every child and young person will be supported to achieve their full potential, and to contribute positively to their communities throughout their lives.
- Help prevent needs escalating and reduce the need for statutory interventions, including admissions into Local Authority care, by providing a timely, responsive, and flexible support service to children, young people, and families.
- Create a culture where those involved in a child or young person's life respect, uphold and champion the rights of children and young people, as required within the UNCRC and supported in the findings of the Independent Care Review.
- Develop and strengthen relationships with children, young people, and families.
- Seek the views of the children, young people, and families in all aspects of their care, health, and wellbeing; ensuring these are heard, shared, and acknowledged by all those involved in their lives.

- Create and support opportunities for children, young people, and families to participate in their community and to engage in experiences that meet their needs and help to develop their interests.
- Provide advice to families, and / or signposting to sources of information and advice when required.
- Support families to access financial and practical supports they are entitled to, and advocating on their behalf during any application processes, where necessary.

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

Locality Family Support Services South Glasgow

Lot No

3

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

UK, Glasgow South

II.2.4) Description of the procurement

Locality Family Support Service will support families with children from pre-birth up to their 12th birthday.

To assist the GCHSCP to deliver the Locality Family Support Services, the Provider will work with the GCHSCP and will:

- Provide early, effective support and intervention to families within a community setting, with holistic, wraparound provision.
- Support children and young people to remain at home, with their families and within their community, delivering support via strengths-based assessments and interventions.
- Work in partnership with all professionals and agencies involved with families to deliver flexible support services at the right time for families to help them achieve their goals and flourish.
- Play a key role in Glasgow's response to delivering an environment where every child and young person will be supported to achieve their full potential, and to contribute positively to their communities throughout their lives.
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- Seek the views of the children, young people, and families in all aspects of their care, health, and wellbeing; ensuring these are heard, shared, and acknowledged by all those involved in their lives.
- Create and support opportunities for children, young people, and families to participate in their community and to engage in experiences that meet their needs and help to develop their interests.
- Provide advice to families, and / or signposting to sources of information and advice when required.
- Support families to access financial and practical supports they are entitled to, and advocating on their behalf during any application processes, where necessary.

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

Intensive Family Support Service Glasgow Citywide

Lot No

4

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

UK, Glasgow Citywide

II.2.4) Description of the procurement

The Intensive Family Support Service is citywide and supports families with young people from age 12 up until their 18th birthday.

To assist the GCHSCP to deliver the Intensive Family Support Services, the Provider will work with the GCHSCP and will:

- Provide early, effective support and intervention to families within a community setting, with holistic, wraparound provision.
- Support children and young people to remain at home, with their families and within their community, delivering support via strengths-based assessments and interventions.
- Work in partnership with all professionals and agencies involved with families to deliver flexible support services at the right time for families to help them achieve their goals and flourish.

- Play a key role in Glasgow's response to delivering an environment where every child and young person will be supported to achieve their full potential, and to contribute positively to their communities throughout their lives.
- Help prevent needs escalating and reduce the need for statutory interventions, including admissions into Local Authority care, by providing a timely, responsive, and flexible support service to children, young people, and families.
- Create a culture where those involved in a child or young person's life respect, uphold and champion the rights of children and young people, as required within the UNCRC and supported in the findings of the Independent Care Review.
- Develop and strengthen relationships with children, young people, and families.
- Seek the views of the children, young people, and families in all aspects of their care, health, and wellbeing; ensuring these are heard, shared, and acknowledged by all those involved in their lives.
- Create and support opportunities for children, young people, and families to participate in their community and to engage in experiences that meet their needs and help to develop their interests.
- Provide advice to families, and / or signposting to sources of information and advice when required.
- Support families to access financial and practical supports they are entitled to, and advocating on their behalf during any application processes, where necessary.

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

Additional Family Support Services

Lot No

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

UK, Glasgow

II.2.4) Description of the procurement

Lot 5 is in place to allow for allocation of any additional funding made available during the lifetime of the framework contract, to contract for additional family support type services, and for additional capacity where this cannot be met in Lots 1-4. Scope to be determined at time of call off.

At the end of Year 3, Lot 5 only, will be re-opened. This will allow new entrants and providers previously unsuccessful in being awarded to the Framework to bid to be added to Lot 5. Advance notice of the Framework re-opening will be given via Public Contracts Scotland, Prior Information Notice eight weeks in advance of the anticipated re-opening dates.

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.2.14) Additional information

Call offs are dependent on extra funding being made available throughout the period of the framework.

II.2) Description

II.2.1) Title

Locality Family Support Services North West Glasgow

Lot No

1

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

UK, Glasgow North West

II.2.4) Description of the procurement

Locality Family Support Service will support families with children from pre-birth up to their 12th birthday.

To assist the GCHSCP to deliver the Locality Family Support Services, the Provider will work with the GCHSCP and will:

- Provide early, effective support and intervention to families within a community setting, with holistic, wraparound provision.
- Support children and young people to remain at home, with their families and within their community, delivering support via strengths-based assessments and interventions.
- Work in partnership with all professionals and agencies involved with families to deliver flexible support services at the right time for families to help them achieve their goals and flourish.
- Play a key role in Glasgow's response to delivering an environment where every child and young person will be supported to achieve their full potential, and to contribute positively to their communities throughout their lives.
- Help prevent needs escalating and reduce the need for statutory interventions, including admissions into Local Authority care, by providing a timely, responsive, and flexible support service to children, young people, and families.
- Create a culture where those involved in a child or young person's life respect, uphold and

champion the rights of children and young people, as required within the UNCRC and supported in the findings of the Independent Care Review.

- Develop and strengthen relationships with children, young people, and families.
- Seek the views of the children, young people, and families in all aspects of their care, health, and wellbeing; ensuring these are heard, shared, and acknowledged by all those involved in their lives.
- Create and support opportunities for children, young people, and families to participate in their community and to engage in experiences that meet their needs and help to develop their interests.
- Provide advice to families, and / or signposting to sources of information and advice when required.
- Support families to access financial and practical supports they are entitled to, and advocating on their behalf during any application processes, where necessary.

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) Form of procedure

Open procedure

IV.1.3) Information about a framework agreement

The procurement involves the establishment of a framework agreement

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

Information about national procedures is available at:

<https://www.legislation.gov.uk/ssi/2015/446/regulation/58/made>

IV.1.11) Main features of the award procedure

The council has awarded a contract on the basis of the most economically advantageous tender. The following list identifies the weightings given to each section.

Lots 1-4 Quality 60% / Price 40%

Within the 100 %:

Fair Work First 5%

Award Questions 37%

Interview 18%

Price 40%

Lot 5 100% Quality

Award Questions 95%

Fair Work First 5%

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-026560](#)

Section V. Award of contract

Lot No

5

Title

Additional Family Support Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 February 2024

V.2.2) Information about tenders

Number of tenders received: 12

Number of tenders received from SMEs: 8

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: 12

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Aberlour Child Care Trust

135 Fifty Pitches Road

Glasgow

G51 4EB

Telephone

+44 7717535819

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Geeza Break

1450-1456 Gallowgate, Parkhead

Glasgow

G31 4ST

Telephone

+44 1415732900

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Home-Start Glasgow North and North Lanarkshire

Janitors House, 35 Avenuepark Street

Glasgow

G20 8TS

Telephone

+44 1419480441

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Children 1st

83 Whitehouse Loan

Edinburgh

EH9 1AT

Telephone

+44 7891404042

Country

United Kingdom

NUTS code

- UKM - Scotland

V.2.3) Name and address of the contractor

Quarriers

Quarriers, Head Office

Bridge of Weir

PA11 3SX

Telephone

+44 1505616056

Country

United Kingdom

NUTS code

- UK - United Kingdom

V.2.3) Name and address of the contractor

Includem

Unit 6000, Academy Office Park, Gower Street

Glasgow

G51 1PR

Telephone

+44 7718125185

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Right There

Right There Building , 15 Dava Street

Glasgow

G51 2JA

Telephone

+44 7950268764

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Action For Children Services Limited

17 Newton Place

Glasgow

G3 7PY

Email

susan.johnstone@actionforchildren.org.uk

Telephone

+44 1415509010

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

V.2.3) Name and address of the contractor

Barnardo's

Barnardo's House, Tanners Lane

Barkingside, London

IG6 1QG

Telephone

+44 1314467000

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

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

Total value of the contract/lot: £5,843,636

Section V. Award of contract

Lot No

3

Title

Locality Family Support Services South Glasgow

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 February 2024

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 2

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: 4

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Aberlour Child Care Trust

135 Fifty Pitches Road

Glasgow

G51 4EB

Telephone

+44 7717535819

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Includem

Unit 6000, Academy Office Park, Gower Street

Glasgow

G51 1PR

Telephone

+44 7718125185

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

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

Total value of the contract/lot: £7,698,678

Section V. Award of contract

Lot No

4

Title

Intensive Family Support Service Glasgow Citywide

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 February 2024

V.2.2) Information about tenders

Number of tenders received: 4

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: 4

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Aberlour Child Care Trust

135 Fifty Pitches Road

Glasgow

G51 4EB

Telephone

+44 7717535819

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Includem

Unit 6000, Academy Office Park, Gower Street

Glasgow

G51 1PR

Telephone

+44 7718125185

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Right There

Right There Building , 15 Dava Street

Glasgow

G51 2JA

Telephone

+44 7950268764

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Action For Children Services Limited

17 Newton Place

Glasgow

G3 7PY

Email

susan.johnstone@actionforchildren.org.uk

Telephone

+44 1415509010

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

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

Total value of the contract/lot: £19,434,786

Section V. Award of contract

Lot No

1

Title

Locality Family Support Services North West Glasgow

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 February 2024

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 2

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: 4

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Aberlour Child Care Trust

135 Fifty Pitches Road

Glasgow

G51 4EB

Telephone

+44 7717535819

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Action For Children Services Limited

17 Newton Place

Glasgow

G3 7PY

Email

susan.johnstone@actionforchildren.org.uk

Telephone

+44 1415509010

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

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

Total value of the contract/lot: £7,023,254

Section V. Award of contract

Lot No

2

Title

Locality Family Support Services North East Glasgow

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 February 2024

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 2

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: 4

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Aberlour Child Care Trust

135 Fifty Pitches Road

Glasgow

G51 4EB

Telephone

+44 7717535819

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Action For Children Services Limited

17 Newton Place

Glasgow

G3 7PY

Email

susan.johnstone@actionforchildren.org.uk

Telephone

+44 1415509010

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

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

Total value of the contract/lot: £10,042,086

Section VI. Complementary information

VI.3) Additional information

Details of the Tender requirements were contained in the original contract notice linked to this document.

(SC Ref:761111)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

1 Carlton Place

Glasgow

G5 9DA

Email

glasgow@scotcourts.gov.uk

Telephone

+44 1414298888

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Glasgow City Council ("the Council") must, by notice in writing as soon as possible after the decision has been made, inform all bidders and candidates concerned of its decision to award the contract, conclude the framework agreement or establish a dynamic purchasing system. The Council must allow a period of at least the relevant standstill period (where the notice is sent by facsimile or electronic means the period is 10 days ending at midnight at the end of the 10th day after that on which the last notice is sent, when sent by other means the period is 15 days) to elapse between the date of despatch of the notice referred to in Regulation 85(1) of the Public Contracts (Scotland) Regulations 2015 ("The Regulations"). The Council is obliged to comply with the regulations and any eligible economic operator can bring an action in the Sherriff Court or the Court of Session where as a consequence of a breach by the Council, suffers or risks suffering loss or damage. The bringing of court proceedings during the standstill period means that the council must not enter into the contract, conclude the framework agreement or establish the dynamic purchasing system unless the proceedings are determined, discontinued or disposed of: or the court, by interim order, brings to an end the prohibition. The bringing of court proceedings after the standstill period has elapsed and the remedies that are available to the courts are detailed in the Regulations. Economic operators can write to the Council seeking further clarification on the notice, to which the Council must respond within 15 days. Economic Operators should be mindful to seek their own independent legal advice when they consider appropriate to do so.