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Tender

## **Handyperson Service and Care and Repair Service.**

The Highland Council

F02: Contract notice

Notice identifier: 2025/S 000-009520

Procurement identifier (OCID): ocds-h6vhtk-04d4c8

Published 14 March 2025, 4:09pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

The Highland Council

Glenurquhart Road

Inverness

IV3 5NX

#### **Email**

[cpssprocurement@aberdeencity.gov.uk](mailto:cpssprocurement@aberdeencity.gov.uk)

#### **Telephone**

+44 1467530600

#### **Country**

United Kingdom

#### **NUTS code**

UKM6 - Highlands and Islands

**Internet address(es)**

Main address

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

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00045](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00045)

**I.3) Communication**

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

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Handyperson Service and Care and Repair Service.

#### **II.1.2) Main CPV code**

- 70333000 - Housing services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Handyperson Service

Summary - A person-in-van/one-stop source of assistance to people aged 65+ or any age with a disability. Assistance ranges from a selection of minor household repairs and tasks to delivery, uplift, and demonstration of a selection of aids and equipment from the Community Store.

Telecare/Telehealth Service

Summary – Telecare and Telehealth is a range of equipment design to respectively; alert when an individual living alone has fallen, left the property is in distress or is in danger of a fire or other such harm. Devices are installed by Telecare Officers which are programmed to a hub in the Client's home. If a device alerts the monitoring HUB in Aberdeen will call the Client to find out what's happening and/or alert their list of first responders and/or the emergency services as appropriate.

Telehealth works along similar principles but allows visiting Carers to undertake basic health checks using the equipment which will report the outcomes to trained staff monitoring the Client's condition. It is used to maintain a Client's health records and to prioritise in-person visits from Healthcare professionals.

Telecare/Telehealth Service Digital Switch On

Summary – By January 2027 it is anticipated that analogue connections will be permanently switched off and only digital communication equipment will work thereafter.

Many analogue Telecare/Telehealth systems in Highland currently run on an analogue connection. Clients with an analogue connection will require to have new digital equipment installed ahead of the deadline

### Community Stores and Short Term Loan Service

Summary – Currently there are a number of Community Stores managed by a variety of organisations pan-Highland, forming the NHS Pan Highland Community Store offering.

Ideally all Community Stores going forwards will be managed as part of this tender to ensure parity and greater integration of Stores facilities and Store activity pan Highland.

It is anticipated that Bidders will identify approximate costs to set up a Community Store and be able to present those costs in terms of one-off, set-up or fit-out costs, along with anticipated running costs annually thereafter. Bidders may wish to offer an appropriate building/site as an example of the premises they would propose to use and around which their tender will be based.

It is anticipated that if any of the premises selected are already operating as a Community Store, Bidders will be able to outline how they might seek to acquire/control the premises and follow TUPE to protect any individuals currently working there.

### Community Store Delivery and Collection Service

Summary – This element of the Service is responsible for the Delivery of specified aids and equipment from the Community Store and their installation in the Client's home (moving furniture etc as appropriate to make space, reach sockets and enabling Client to move safely around it). Staff will offer a demonstration to Client/Carer/Family and ensure that safe use is understood before leaving.

This element of the service is also responsible for Collection of Used/Dirty equipment, bagging or otherwise containing it for transport and returning it to the Community Store where it will be cleaned, repaired and reset as appropriate

### Care and Repair Service

Summary – The Care and Repair Service is available to Officers are in place to act on behalf of Clients needing to make an application for Financial Assistance from the Highland Council's Scheme of Assistance towards eligible Repairs and Adaptations.

### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

## **II.2) Description**

### **II.2.1) Title**

Lochaber

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 70333000 - Housing services

### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

Lochaber

### **II.2.4) Description of the procurement**

Handyperson and Care and Repair services.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The Contract will be in place for 3 years (1 June 2025 until 31 May 2028) with an option to extend for 2 further years (1 June 2028 until 31 May 2030)

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2) Description**

#### **II.2.1) Title**

Inverness, Nairn, Badenoch and Strathspey

Lot No

2

#### **II.2.2) Additional CPV code(s)**

- 70333000 - Housing services

#### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

Inverness, Nairn, Badenoch and Strathspey

#### **II.2.4) Description of the procurement**

Handyperson and Care and Repair Services

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The Contract will be in place for 3 years (1 June 2025 until 31 May 2028) with an option to extend for 2 further years (1 June 2028 until 31 May 2030)

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Skye and Lochalsh

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 70333000 - Housing services

### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

Skye and Lochalsh

### **II.2.4) Description of the procurement**

Handyperson and Care and Repair Services

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The Contract will be in place for 3 years (1 June 2025 until 31 May 2028) with an option to extend for 2 further years (1 June 2028 until 31 May 2030)

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No



## **II.2) Description**

### **II.2.1) Title**

Ross and Cromarty

Lot No

4

### **II.2.2) Additional CPV code(s)**

- 70333000 - Housing services

### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

Ross and Cromarty

### **II.2.4) Description of the procurement**

Handyperson and Care and Repair Services

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The Contract will be in place for 3 years (1 June 2025 until 31 May 2028) with an option to extend for 2 further years (1 June 2028 until 31 May 2030)

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Sutherland

Lot No

5

### **II.2.2) Additional CPV code(s)**

- 70333000 - Housing services

### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

Sutherland

### **II.2.4) Description of the procurement**

Handyperson and Care and Repair Services

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The Contract will be in place for 3 years (1 June 2025 until 31 May 2028) with an option to extend for 2 further years (1 June 2028 until 31 May 2030)

## **II.2.10) Information about variants**

Variants will be accepted: No

## **II.2.11) Information about options**

Options: No

## **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Caithness

Lot No

6

### **II.2.2) Additional CPV code(s)**

- 70333000 - Housing services

### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

Caithness

#### **II.2.4) Description of the procurement**

Handyperson and Care and Repair Services

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The Contract will be in place for 3 years (1 June 2025 until 31 May 2028) with an option to extend for 2 further years (1 June 2028 until 31 May 2030)

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Question 4C.1.2 - Bidders will be required to provide an example that demonstrate that they have the relevant experience to deliver the service as described in part II.2.4 of the Contract Notice.

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

Credit Safe

Minimum level(s) of standards possibly required

Question 4B.6 - The Authority will use an independent credit scoring organisation, namely Creditsafe, to conduct appropriate financial probity checks. An unsatisfactory report may result in further detailed financial checks.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2025/S 000-001922](#)

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

Date

16 April 2025

Local time

12:00pm

**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**

Tender must be valid until: 14 August 2025

**IV.2.7) Conditions for opening of tenders**

Date

16 April 2025

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: March 2028 or March 2030 (depending on extension)

### **VI.3) Additional information**

The Highland Council contract directly with providers, for their directly purchased services and also as a managed service on behalf of NHS Highland.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=793317](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=793317).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at [https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

The Contracting Authority does not intend to include a sub-contract clause as part of community benefits (as per Section 25 of the Procurement Reform (Scotland) Act 2014) in this contract for the following reason:

No, but the tender is divided into smaller lots.

Community benefits are included in this requirement. For more information see: <https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Please refer to the tender document for further information.

(SC Ref:793317)

Download the ESPD document here:

[https://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=793317](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=793317)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Inverness Justice Centre

The Inverness Justice Centre Longman Road Inverness

Inverness

IV1 1AH

Country

United Kingdom