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Tender

Community Wellbeing Services

KINGSTON-UPON-HULL CITY COUNCIL

F02: Contract notice

Notice identifier: 2021/S 000-010608

Procurement identifier (OCID): ocds-h6vhtk-02b0e1

Published 13 May 2021, 11:51pm

Section I: Contracting authority

I.1) Name and addresses

KINGSTON-UPON-HULL CITY COUNCIL

Guildhall, Alfred Gelder St

HULL

HU1 2AA

Contact

ANDREA TETHER

Email

andrea.tether@hullcc.gov.uk

Country

United Kingdom

NUTS code

UKE11 - Kingston upon Hull, City of

Internet address(es)

Main address

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

Buyer's address

<https://www.yortender.co.uk>

I.3) Communication

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

<https://www.yortender.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.yortender.co.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Community Wellbeing Services

Reference number

DN525174

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Hull City Council (HCC), is seeking to commission a Community Wellbeing model that is focussed on delivering outcomes for the people of Hull.

This new model will ensure that a person centred approach is undertaken at all times using a strengths based .

In support of achieving these outcomes, the new model will take a strengths-based approach. This will mean care workers working with people, to help to meet their goals and maintain their independence, not doing tasks for them, because it's quicker and easier. The new model will be a geographically based model with Community Wellbeing Providers taking responsibility for picking up all packages of care in their allocated area. Community Wellbeing Providers must establish a base in the areas in which they are working and focus on employing local people. This inclusion focused model will take into account the needs of local people and local communities, taking advantage of local diversity to drive positive outcomes. By collecting and understanding demographic data on local communities, services can more effectively meet local needs.

II.1.5) Estimated total value

Value excluding VAT: £122,651,620

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 1

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

The Authority reserves the right to award more than one Lot to a successful provider/s should there be un-allocated Lots following completion of the evaluation process.

II.2) Description

II.2.1) Title

Lot 1 - North East Area

Lot No

1

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKE11 - Kingston upon Hull, City of

Main site or place of performance

North East area of the City of Hull

II.2.4) Description of the procurement

The Authority, is seeking to commission a Community Wellbeing model that is focused on delivering outcomes for the people of Hull. This new model will ensure that a person centred approach is undertaken at all times using a strengths based approach.

Hull City Council Adult Social Care has undergone a transformational change and now has a new operating model embedded to deliver the vision of a 'Life not a service'. The vision of 'A life not a service' consists of four key elements:

- Focus on the person - we will build on people's strengths, supporting them to take control of improving their health, resilience and wellbeing
- Maximise independence - we will champion people's rights to live the fullest life that they can, knowing that this provides the best outcomes for people who use services
- Work in partnership - we will work creatively with individuals, local communities and our partners, supporting them to deliver the best possible outcomes so that people can live well
- Work effectively within the set budget - we will have a cost effective adult social care service delivered within the budget envelope to ensure those who most need support receive it and that we continue supporting people in the future

In support of achieving these outcomes, the new model will take a strengths-based approach. This will mean care workers working with people, to help to meet their goals and maintain their independence, not doing tasks for them, because it's quicker and easier. The new model will be a geographically based model with Community Wellbeing Providers taking responsibility for picking up all packages of care in their allocated area. Community Wellbeing Providers must establish a base in the areas in which they are working and focus on employing local people. This inclusion focused model will take into account the needs of local people and local communities, taking advantage of local diversity to drive positive outcomes. By collecting and understanding demographic data on local communities, services can more effectively meet local needs.

As part of our new commissioning approach, we will be exploring ways to focus better on achieving goals for people rather than time and task/activity. Rather than prescribing calls we want to work with providers to ensure they can offer flexibility in achieving outcomes. Regular monitoring will underpin this to assess whether outcomes are achieved. We want providers who can be innovative, flexible and responsive to meeting people's needs at home for as long as is possible. This Community Wellbeing model will support individuals to maximise their independence and gain skills to lead a healthy and fulfilling life. We will be working with care providers to use assistive technology to support individuals and their family and carers. We will also work with providers to work with and engage with local communities through the collection and analysis of demographic data, supporting them to identify gaps and tailoring their services to people's needs.

Recruitment and retention of a good quality, local workforce, with the right ethos, values and training is crucial for sustainability going forward. The Authority is committed to raising the profile of a career in social care and improving the terms and conditions of staff. We expect all Community Wellbeing Providers to commit to these same aspirations. This is explored further in the specification under workforce.

Over the term of this contract the new model and way of working will move homecare

away from the current rigid 'time and task' model, which describes to Community Wellbeing Providers in detail how many calls they will make each day, for how long and then lists the task they need to undertake. Instead Community Wellbeing providers will be given a budget of hours. They will plan with people how they will use these hours to help them achieve the outcomes that matter to them most.

Commissioners recognise the current model of time and task has been in place for many years and there needs to be a transitional period during the first year of the contract while new systems, processes and training are put in place. Commissioners, Brokerage and the Contracts and Social Work teams will work closely with Community Wellbeing Providers during the contract mobilisation period and at the start of the contract to ensure Community Wellbeing Providers are supported to implement changes. This also will include an opportunity to access support from the council's Corporate Equalities team for assistance in understanding responsibilities around the Equality Act 2010 and public Sector Equality Duty and the collection and analysis of demographic data.

The geographical 'planned' hours will also have a % of additional capacity built in that will enable providers to plan for recruitment and be able to respond in a timely manner to picking up packages of care. It is envisaged that this will flex to meet demand throughout the year. The utilisation of this capacity will be monitored through Electronic Call Monitoring (ECM).

The aim of the new Community Wellbeing model is to enable people to stay at home, living as independently as they can, living the fullest possible life. To achieve this we have developed seven guiding principles that will underpin our commissioning approach:

- Focus on independence and wellbeing outcomes
- Build upon people's strengths and help them to achieve their personal goals as far as possible
- Place emphasis on prevention and self-management, helping people to help themselves to prevent needs from escalating wherever possible
- Promote short-term interventions that help people when they need it, preventing reliance on long term care packages as far as possible
- Provide good quality long-term services when they are required, which are value for money
- Support market sustainability so that we are paying the right price, for the right care, from the right place with a sustainable and skilled workforce
- Ensure that there is diversity within Hull's market for care and support

The North East area will be awarded to one Primary provider who will be allocated 70% of the work packages and one Secondary provider who will be allocated 30% of the work packages.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £25,160,044

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The contract will have the option to extend for 2 further periods of 12 months each. The estimated total value provided includes the extension period options.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract will have the option to extend for 2 further periods of 12 months each. The estimated total value provided includes the extension period options.

II.2.14) Additional information

The procurement process will be conducted using the Light Touch Regime as follows:

Tenderers will need to submit a Selection Questionnaire and Invitation to Tender (ITT) Parts 2 & 2a uploaded to the YORtender portal by the deadline provided (35 days following publication). Any tenderers who fail the evaluation of the Selection Questionnaire will be eliminated from the tender process at that point. Tenderers who pass the Selection Questionnaire stage will progress to the next stage which will be evaluation of the quality assessment questions identified within ITT Parts 2 & 2A.

The highest ranked tenderer will be the Provider who achieves the threshold score, as detailed in the tender documentation and the highest weighted score. The Primary/Secondary Provider will be allocated their 1st preference, the second placed ranked tenderer will be awarded their 1st preference (assuming it has not been allocated to the highest ranked bidder) and so on until all geographical locations are allocated.

Tenderers who apply as a Primary/Secondary Provider and do not achieve the threshold score for the quality assessment as detailed in the ITT documentation, will not be considered for award of any of the Lots.

Successful Primary and Secondary Providers will be awarded Approved Provider status under Lot 5.

If a Primary, or Secondary Provider fails to deliver the service requirement under the framework during the term of the contract the opportunity will be offered to all Providers under Lot 5 as a further competition. The further competition process and timescales will be at the discretion of the Authority based on urgency of service delivery.

Following completion of the evaluation should there be any unallocated Lots the Authority reserves the right to award more than one geographical location to a Primary, or Secondary provider.

The estimated contract value for this Lot is based on an estimated number of commissioned hours and not planned time. These packages are currently being reviewed by the Authority with the expectation that the overall estimated contract value will be reduced.

II.2) Description

II.2.1) Title

Lot 2 - South East Area

Lot No

2

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKE11 - Kingston upon Hull, City of

Main site or place of performance

South East area of the City of Hull

II.2.4) Description of the procurement

The Authority, is seeking to commission a Community Wellbeing model that is focused on delivering outcomes for the people of Hull. This new model will ensure that a person centred approach is undertaken at all times using a strengths based approach.

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Over the term of this contract the new model and way of working will move homecare away from the current rigid 'time and task' model, which describes to Community Wellbeing Providers in detail how many calls they will make each day, for how long and then lists the task they need to undertake. Instead Community Wellbeing providers will be given a budget of hours. They will plan with people how they will use these hours to help them achieve the outcomes that matter to them most.

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- Support market sustainability so that we are paying the right price, for the right care, from the right place with a sustainable and skilled workforce
- Ensure that there is diversity within Hull's market for care and support

The South East area will be awarded to one Primary provider who will be allocated 70% of the work packages and one Secondary provider who will be allocated 30% of the work packages.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £36,108,072

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The contract will have the option to extend for 2 further 12 month periods. The estimated total value of the contract includes the extension period options.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract will have the option to extend for 2 further 12 month periods. The estimated total value of the contract includes the extension period options.

II.2.14) Additional information

The procurement process will be conducted using the Light Touch Regime as follows:

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under Lot 5 as a further competition. The further competition process and timescales will be at the discretion of the Authority based on urgency of service delivery.

Following completion of the evaluation should there be any unallocated Lots the Authority reserves the right to award more than one geographical location to a Primary, or Secondary provider.

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II.2) Description

II.2.1) Title

Lot 3 - North West Area

Lot No

3

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKE11 - Kingston upon Hull, City of

Main site or place of performance

North West area of the City of Hull

II.2.4) Description of the procurement

The Authority, is seeking to commission a Community Wellbeing model that is focused on delivering outcomes for the people of Hull. This new model will ensure that a person centred approach is undertaken at all times using a strengths based approach.

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control of improving their health, resilience and wellbeing

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Wellbeing Providers in detail how many calls they will make each day, for how long and then lists the task they need to undertake. Instead Community Wellbeing providers will be given a budget of hours. They will plan with people how they will use these hours to help them achieve the outcomes that matter to them most.

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- Support market sustainability so that we are paying the right price, for the right care, from the right place with a sustainable and skilled workforce
- Ensure that there is diversity within Hull's market for care and support

The North West area will be awarded to one Primary provider who will be allocated 70% of the work packages and one Secondary provider who will be allocated 30% of the work packages.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £28,749,448

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The contract will have the option to extend for 2 further periods of 12 months each. The estimated total value provided includes the extension period options.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract will have the option to extend for 2 further periods of 12 months each. The estimated total value provided includes the extension period options.

II.2.14) Additional information

The procurement process will be conducted using the Light Touch Regime as follows:

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II.2) Description

II.2.1) Title

Lot 4 - South West Area

Lot No

4

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKE11 - Kingston upon Hull, City of

Main site or place of performance

South West area of the City of Hull

II.2.4) Description of the procurement

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II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £32,634,056

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

Duration in months

60

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Yes

Description of renewals

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II.2.14) Additional information

The procurement process will be conducted using the Light Touch Regime as follows:

Tenderers will need to submit a Selection Questionnaire and Invitation to Tender (ITT) Parts 2 & 2a uploaded to the YORtender portal by the deadline provided (35 days following publication). Any tenderers who fail the evaluation of the Selection Questionnaire will be eliminated from the tender process at that point. Tenderers who pass the Selection Questionnaire stage will progress to the next stage which will be evaluation of the quality assessment questions identified within ITT Parts 2 & 2A.

The highest ranked tenderer will be the Provider who achieves the threshold score, as detailed in the tender documentation and the highest weighted score. The Primary/Secondary Provider will be allocated their 1st preference, the second placed ranked tenderer will be awarded their 1st preference (assuming it has not been allocated to the highest ranked bidder) and so on until all geographical locations are allocated.

Tenderers who apply as a Primary/Secondary Provider and do not achieve the threshold score for the quality assessment as detailed in the ITT documentation, will not be considered for award of any of the Lots.

Successful Primary and Secondary Providers will be awarded Approved Provider status under Lot 5.

If a Primary, or Secondary Provider fails to deliver the service requirement under the framework during the term of the contract the opportunity will be offered to all Providers

under Lot 5 as a further competition. The further competition process and timescales will be at the discretion of the Authority based on urgency of service delivery.

Following completion of the evaluation should there be any unallocated Lots the Authority reserves the right to award more than one geographical location to a Primary, or Secondary provider.

The estimated contract value for this Lot is based on an estimated number of commissioned hours and not planned time. These packages are currently being reviewed by the Authority with the expectation that the overall contract value will be reduced.

II.2) Description

II.2.1) Title

Lot 5 - Approved Suppliers

Lot No

5

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKE11 - Kingston upon Hull, City of

Main site or place of performance

South West area of the City of Hull

II.2.4) Description of the procurement

The Authority, is seeking to commission a Community Wellbeing model that is focused on delivering outcomes for the people of Hull. This new model will ensure that a person centred approach is undertaken at all times using a strengths based approach.

Hull City Council Adult Social Care has undergone a transformational change and now has a new operating model embedded to deliver the vision of a 'Life not a service'. The vision of 'A life not a service' consists of four key elements:

- Focus on the person - we will build on people's strengths, supporting them to take

control of improving their health, resilience and wellbeing

- Maximise independence - we will champion people's rights to live the fullest life that they can, knowing that this provides the best outcomes for people who use services
- Work in partnership - we will work creatively with individuals, local communities and our partners, supporting them to deliver the best possible outcomes so that people can live well
- Work effectively within the set budget - we will have a cost effective adult social care service delivered within the budget envelope to ensure those who most need support receive it and that we continue supporting people in the future

In support of achieving these outcomes, the new model will take a strengths-based approach. This will mean care workers working with people, to help to meet their goals and maintain their independence, not doing tasks for them, because it's quicker and easier. The new model will be a geographically based model with Community Wellbeing Providers taking responsibility for picking up all packages of care in their allocated area. Community Wellbeing Providers must establish a base in the areas in which they are working and focus on employing local people. This inclusion focused model will take into account the needs of local people and local communities, taking advantage of local diversity to drive positive outcomes. By collecting and understanding demographic data on local communities, services can more effectively meet local needs.

As part of our new commissioning approach, we will be exploring ways to focus better on achieving goals for people rather than time and task/activity. Rather than prescribing calls we want to work with providers to ensure they can offer flexibility in achieving outcomes. Regular monitoring will underpin this to assess whether outcomes are achieved. We want providers who can be innovative, flexible and responsive to meeting people's needs at home for as long as is possible. This Community Wellbeing model will support individuals to maximise their independence and gain skills to lead a healthy and fulfilling life. We will be working with care providers to use assistive technology to support individuals and their family and carers. We will also work with providers to work with and engage with local communities through the collection and analysis of demographic data, supporting them to identify gaps and tailoring their services to people's needs.

Recruitment and retention of a good quality, local workforce, with the right ethos, values and training is crucial for sustainability going forward. The Authority is committed to raising the profile of a career in social care and improving the terms and conditions of staff. We expect all Community Wellbeing Providers to commit to these same aspirations. This is explored further in the specification under workforce.

Over the term of this contract the new model and way of working will move homecare away from the current rigid 'time and task' model, which describes to Community

Wellbeing Providers in detail how many calls they will make each day, for how long and then lists the task they need to undertake. Instead Community Wellbeing providers will be given a budget of hours. They will plan with people how they will use these hours to help them achieve the outcomes that matter to them most.

Commissioners recognise the current model of time and task has been in place for many years and there needs to be a transitional period during the first year of the contract while new systems, processes and training are put in place. Commissioners, Brokerage and the Contracts and Social Work teams will work closely with Community Wellbeing Providers during the contract mobilisation period and at the start of the contract to ensure Community Wellbeing Providers are supported to implement changes. This also will include an opportunity to access support from the council's Corporate Equalities team for assistance in understanding responsibilities around the Equality Act 2010 and public Sector Equality Duty and the collection and analysis of demographic data.

The geographical 'planned' hours will also have a % of additional capacity built in that will enable providers to plan for recruitment and be able to respond in a timely manner to picking up packages of care. It is envisaged that this will flex to meet demand throughout the year. The utilisation of this capacity will be monitored through Electronic Call Monitoring (ECM).

The aim of the new Community Wellbeing model is to enable people to stay at home, living as independently as they can, living the fullest possible life. To achieve this we have developed seven guiding principles that will underpin our commissioning approach:

- Focus on independence and wellbeing outcomes
- Build upon people's strengths and help them to achieve their personal goals as far as possible
- Place emphasis on prevention and self-management, helping people to help themselves to prevent needs from escalating wherever possible
- Promote short-term interventions that help people when they need it, preventing reliance on long term care packages as far as possible
- Provide good quality long-term services when they are required, which are value for money
- Support market sustainability so that we are paying the right price, for the right care, from the right place with a sustainable and skilled workforce
- Ensure that there is diversity within Hull's market for care and support

All of the geographical areas across the City of Hull (Lots 1 - 4) will be awarded to one Primary provider who will be allocated 70% of the work packages and one Secondary provider who will be allocated 30% of the work packages.

Where there are instances of un-allocated packages across all geographical locations these packages of work will be offered to Approved Suppliers on Lot 5.

There is no guarantee of any work package allocated to providers awarded Approved Supplier status within this Lot.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £40,000,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

There will be an option to extend for 2 further periods of 12 months each. There is no guarantee of any work offered under this Lot, however we have tried to indicate an estimated value based on un-allocated work packages and possibility of any providers failure to deliver under the new contract requirements.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

There will be an option to extend for 2 further periods of 12 months each. There is no guarantee of any work offered under this Lot, however we have tried to indicate an estimated value based on unallocated work packages and possibility of any providers failure to deliver urgent service requirements.

II.2.14) Additional information

The procurement process will be conducted using the Light Touch Regime as follows:

Tenderers will need to submit a Selection Questionnaire and Invitation to Tender Part 2 by the deadline provided. Any tenderers who fail the evaluation of the Selection Questionnaire will be eliminated from the tender process at that point. Tenderers who pass the Selection Questionnaire stage will progress to the next stage which will be the evaluation of the quality assessments questions identified within Invitation to Tender Part 2.

Tenderers must tick to confirm whether they are applying to be an Approved Supplier only. All questions which relate to this particular Lot must be responded to and tenderers who do not fail to achieve the threshold score, as detailed within the tender documentation will be eliminated from the tender process for not being able to meet sufficient quality requirements.

Following completion of the evaluation all providers who have achieved the threshold score will be awarded Approved Supplier status on Lot 5 and offered any un-allocated work packages across all geographical areas within the City of Hull.

Lot 5 will be opened up on a annual basis for new applicants to join following the first anniversary of the framework and every year until year 4. Should the contract be extended for the maximum period providers can apply for Approved Supplier status on this Lot until year 6.

New providers will need to complete the same application process and evaluation will remain the same as per tender documentation throughout the contract term and the extension period.

Where a Primary, or Secondary provider fails to deliver the service requirement across any geographical area the opportunity will be offered to all Approved Providers under Lot 5 as a further competition. The further competition process will follow the same quality assessment criteria as stated within the original tender documentation and timescales for undertaking the further competition will be at the discretion of the Authority based on urgency.

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

See tender documentation

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.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

In the case of framework agreements, provide justification for any duration exceeding 4 years:

This procurement process is being conducted using the Light Touch Regime and Lot 5 will need to remain open in line with service delivery requirements for Lots 1 - 4.

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

Date

18 June 2021

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

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

18 June 2021

Local time

12:10pm

Place

YORtender portal

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

VI.4) Procedures for review

VI.4.1) Review body

Director of Legal Services & Partnerships

The Guildhall, Alfred Gelder Street

Hull

HU1 2AA

Telephone

+44 1482300300

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Alcatel Period