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Contract

Extra Care and Housing Related Support Service

London Borough of Merton

F03: Contract award notice

Notice identifier: 2024/S 000-011842

Procurement identifier (OCID): ocds-h6vhtk-042186

Published 11 April 2024, 4:11pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Merton

Civic Centre, London Rd

Morden

SM4 5DX

Contact

Mr Bright Udechukwu

Email

Bright.Udechukwu@merton.gov.uk

Telephone

+44 2085454121

Country

United Kingdom

Region code

UKI63 - Merton, Kingston upon Thames and Sutton

Internet address(es)

Main address

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

Buyer's address

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

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

Extra Care and Housing Related Support Service

Reference number

DN701442

II.1.2) Main CPV code

- 70333000 - Housing services

II.1.3) Type of contract

Services

II.1.4) Short description

People in Extra Care services hold an assured tenancy and live in self-contained flats with their own front doors. Extra Care and Housing Related Support services represent good value for money as default accommodation-based provision for those assessed as no longer able to cope at home. They provide low-level preventative support that prolongs residents' independence and delay their move to costly residential and nursing homes.

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: £5,000,000

II.2) Description

II.2.1) Title

Lot 1 - Pantiles House, Merton Park (33 flats) and, Lot 2 - Trellis House, Colliers Wood (42 flats)

Lot No

2

II.2.2) Additional CPV code(s)

- 70333000 - Housing services

II.2.3) Place of performance

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

II.2.4) Description of the procurement

The London Borough of Merton is inviting tenders from providers with relevant skills and experience to provide Extra Care and Housing Related Support services to customers aged 55 years or over at two Extra Care Housing Supported Schemes: Lot 1 - Pantiles House, Merton Park (33 flats) and, Lot 2 - Trellis House, Colliers Wood (42 flats)

It is the intention of the Council to award either a single contract to a provider covering both Pantiles House and Trellis House or two contracts to two providers covering one Service each.

Scope

The service will operate 24 hours per day, 52 weeks per annum including Bank Holidays, to deliver good-quality, safe, efficient and personalised care and support to individuals.

The care and support provided may involve the following: -

Shopping, cooking and healthy eating

Accessing the community

Personal Care and Well-being

Managing medication

Housing related support

Provision of accommodation to a customer at any of the two schemes does not form part of this service requirement and is provided directly to the customer by the landlord under a tenancy agreement. Consequently, people accessing Extra Care services have their own tenancy and are responsible for their own bills and cost of living although may require support from provider to maintain these in good order.

II.2.5) Award criteria

Quality criterion - Name: Experience: Awareness of clientele group / Weighting: 95

Quality criterion - Name: Social Value / Weighting: 5

Price - Weighting: 0

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

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-035689](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

5 March 2024

V.2.2) Information about tenders

Number of tenders received: 18

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

V.2.3) Name and address of the contractor

Eleanor Nursing and Social Care LTD

Kent

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £5,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

London Borough of Merton

London

Country

United Kingdom