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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](mailto: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

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## **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

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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: No

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

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

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

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## **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

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## **Section VI. Complementary information**

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

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

London Borough of Merton

London

Country

United Kingdom