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Contract

SLC - Care at Home and Housing Support Procured Services Arrangement

South Lanarkshire Council

F03: Contract award notice

Notice identifier: 2025/S 000-012014

Procurement identifier (OCID): ocids-h6vhtk-041cc0

Published 31 March 2025, 1:46pm

Section I: Contracting authority

I.1) Name and addresses

South Lanarkshire Council

Council Headquarters, Almada Street

Hamilton

ML3 0AA

Contact

Marie McGowan

Email

marie.mcgowan@southlanarkshire.gov.uk

Country

United Kingdom

NUTS code

UKM95 - South Lanarkshire

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00410

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

SLC - Care at Home and Housing Support Procured Services Arrangement

Reference number

SLC/SW/23/035

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

South Lanarkshire Council is seeking to appoint Service Providers to a Procured Services Arrangement (PSA) for the provision of Care at Home and Housing Support Services commencing on 1st July 2024.

The contract will be delivered to Supported Persons residing within South Lanarkshire and who are supported by the Council and South Lanarkshire Health and Social Care Partnership (SLHSCP).

SLHSCP deliver adult social care services and all community health services for adults and children in the South Lanarkshire area. The services will support individuals to live in their own homes and to play an active part in their communities as much as they are able.

The Self Directed Support (SDS) regulations offer Supported Persons a choice of provider to an extent not available through a Framework or a Dynamic Purchasing System (DPS) therefore the Council is utilising an innovative Procured Services Arrangement (PSA) under the Light Touch Rules contained in Regulation 74 - 76 of the Public Contracts (Scotland) Regulations 2015.

The PSA will allow providers to be added over its 15 year term, this will facilitate the Supported Person's choice.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £714,300,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM95 - South Lanarkshire

II.2.4) Description of the procurement

The contract will be delivered to Supported Persons residing within South Lanarkshire and who are supported by the Council and South Lanarkshire Health and Social Care Partnership (SLHSCP).

The Services are predominantly personal care services that are provided with, and for, a Supported Person in their own home. In some less common situations, non-personal care and housing support services may also be required where there are specifically assessed needs.

The Services are provided for Supported Persons who are assessed by the Council as needing support to maintain or regain their independence, safety, health and wellbeing. This may include Supported Persons who are returning home from hospital. It may also include Supported Persons who would require to be admitted to hospital or long-term care if support were not to be provided in the person's home.

The Council is responsible for providing and commissioning Services in South Lanarkshire. While the Services are predominantly provided to older people, the Services will also be commissioned for adults with needs arising from a learning disability, physical disability or other long-term health conditions, children and families and other vulnerable groups with care and support needs. Supported Persons receiving the Service may have a variety of care and support and health needs, including but not limited to:

- Physical frailty
- Sensory impairment
- Dementia
- Complex care needs

- Vulnerability
- End of Life and Palliative Care
- Learning difficulties
- Physical disabilities
- Addiction issues
- Mental health and cognitive impairment
- Other long-term conditions

The Services also provide essential support for unpaid carers, by providing support for the Supported Person.

The Service Provider will work in partnership with all organisations involved in the health and care of Supported Persons with the focus of providing support to maintain or regain independence and promote human rights.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 95

Price - Weighting: 5

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-034846](#)

Section V. Award of contract

Contract No

SLC/SW/23/035

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 July 2024

V.2.2) Information about tenders

Number of tenders received: 66

Number of tenders received from SMEs: 62

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: 66

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

V.2.3) Name and address of the contractor

All New Beginnings Ltd

101 Abbeygreen, Lesmahagow

Lanark

ML11 0EF

Country

United Kingdom

NUTS code

- UKM84 - North Lanarkshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Angels Home Care Lanarkshire Ltd

8 Landsdowne Gardens

Hamilton

ML3 7DH

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Bluebird Care (South Lanarkshire)

The Building Design Centre, 125 Muir Street

Hamilton

ML3 6BJ

Country

United Kingdom

NUTS code

- UKM95 - South Lanarkshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Cera Care Operations (Scotland) Limited

Limetree House, North Castle Street

Alloa

FK10 1EX

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Constance Care Limited

Suite 1 Munro Business Park, 15 Munro Place, Kilmarnock

KILMARNOCK

KA1 2NP

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

ENABLE Scotland

Inspire House, 3 Renshaw Place, Eurocentral

Motherwell

ML1 4UF

Country

United Kingdom

NUTS code

- UKM84 - North Lanarkshire

The contractor is an SME

No

V.2.3) Name and address of the contractor

JKL Care Services

1.1 Waverley House

Hamilton

ML30QA

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

The Richmond Fellowship Scotland Limited

3 Buchanan Gate, Cumbernauld Road

Stepps

G33 6FB

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Bespoke Care Services Ltd

77 Templegill Crescent

Wishaw

ML2 7FA

Country

United Kingdom

NUTS code

- UKM95 - South Lanarkshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Call-In Homecare

Call-In Homecare, 2 Anderson Place, Sugar Bond

Edinburgh

EH6 5NP

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

GMD Community Services Ltd

Unit 50 Fountain Business Centre, Ellis street

Coatbridge

ML5 3AA

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

HRM Homecare Services Ltd

75 LONDON RD

GLASGOW

KA3 7BP

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Ion Care and Support Services Ltd

Axwell House

Broxburn

EH52 5AU

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Keane Premier Support Services

Unit D, Fullerton Court, 15 Drumhead Place

Cambuslang

G32 8EY

Country

United Kingdom

NUTS code

- UKM95 - South Lanarkshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Precious Care Services Ltd t/a My Homecare Glasgow

Suite 3-13, 117 Brook Street, Brook Street Business Hub

Glasgow

G40 3AP

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

SRS Care Solutions central Limited

Pentagon Centre, 38 Washington Street

Glasgow

G3 8AZ

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Flexible Healthcare One Solutions Ltd

Unit 25, 204 Main street, Coatbridge

Glasgow

ML5 3RB

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Invercare Services Ltd

Inver House Business Centre, Suite 1 9 Ardgowan Square

Greenock

PA16 8ET

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Love@care Ltd

Belgrave court, Rose hill road

Bellshill

ML43JA

Country

United Kingdom

NUTS code

- UKM84 - North Lanarkshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Adigo Limited

Media Corp House, 2 Caird Park

Hamilton

ML3 0EU

Country

United Kingdom

NUTS code

- UKM78 - West Lothian

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Care1 Professional Services LTD

69 Buchanan Street , Suite 324

Glasgow

G1 3HL

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Care Solutions Homecare Limited

Balerno , 13-15 Lewis Street

Stranraer

DG9 7AB

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Medd Care Services Ltd

Suite 21,, 70 West Regent Street

Glasgow

G2 2QZ

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Oncall Care Service Ltd

121 Moffat Street

Glasgow

G5 0ND

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Trust Community Care Limited

2, Lower Auchingramont Road

Hamilton

ML3 6HW

Country

United Kingdom

NUTS code

- UKM95 - South Lanarkshire

The contractor is an SME

Yes

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

Total value of the contract/lot: £714,300,000

Section VI. Complementary information

VI.3) Additional information

AWARD NOTICE

Phase 1 Providers Appointed 31 May 2024: All New Beginnings Ltd; Angels Home Care Lanarkshire Ltd; Bespoke Care Services Ltd; BJMCA Ltd trading as Bluebird Care (South Lanarkshire); Call-In Homecare Ltd; Cera Care Operations Scotland Ltd; Constance Care; ENABLE Scotland; GMD Community Services; HRM HOMECARE SERVICES LTD; ION Care and Support Services Ltd; JKL Care Services; Keane Premier Support Services; Precious Care Services Ltd t/a My Homecare Glasgow; SRS Care Solutions (Central) Ltd; The Richmond Fellowship.

Phase 2 Providers Appointed 4 July 2024: Flexible Healthcare One Solution Ltd; Invercare Services Ltd; Lica Homecare Ltd; Love@Care Ltd.

Phase 3 Providers Appointed 8 Nov 2024: Adigo Care; Care1 Professional Services LTD; Care Solutions Homecare LTD; Medd Care Services Ltd; Oncall Care Service Ltd; Trust community care limited.

SPD Questions 3A.1 to 3A.8 Serious and Organised Crime – Information Sharing Protocol

It is a requirement of this tender that the bidder recommended for award completes and submits, when requested to by the Council, the Serious and Organised Crime – Information Sharing Protocol form for evaluation prior to any award being made.

SPD Question 4C.10 Technical and Professional Ability

Bidders will be required to confirm whether they intend to subcontract and, if so, for what proportion of the contract.

SPD Question 4D.1 Quality Assurance Schemes

It is a requirement of this tender that the bidders complete the H&S Vetting Document.

Declarations and Certificates

Successful Bidders will provide the undernoted certificates, declarations and/or completed questionnaires to evidence their compliance with the relevant questions within the Qualification, Technical and Commercial Envelopes.

SPD Question 2D.1 Prompt Payment Certificate

SPD Question 3D.3 Human Rights Act Declaration

Declaration Section *Form of Tender

SPD Question 3D.11 Non-Collusion Certificate

SPD Question 4B.5.1 Insurance Certificates

SPD Questions 3A.1 to 3A.8 Serious and Organised Crime Declaration

SPD Question 3A.6 Modern Slavery Act 2015 Declaration

SPD Question 4C.6 Confirmation of Registration with the Care Inspectorate and Protection of Vulnerable Groups (Scotland) Act 2007 Declaration

SPD Question 4C.6.1 Confirmation of SSSC status of staff who deliver the Services.

All certificates, declarations and questionnaires can be found within the Attachment area of PCS-t.

Attachment 13 - Form of Offer to Tender and Attachment 4 - Commercial Envelope Response must be completed and uploaded within the relevant question in the Commercial Envelope.

Failure to provide this information or in the event that the information provided does not support or evidence the statements made within the SPD will invalidate the bid.

The Council reserves the right to review the qualification and technical criteria for appoint to the PSA in line with changes to legislation, good industry practice and commercial considerations.

(SC Ref:794827)

VI.4) Procedures for review

VI.4.1) Review body

Hamilton Sheriff Court

Sheriff Court House, 4 Beckford Street

Hamilton

ML3 0BT

Email

hamiltoncivil@scotcourts.gov.uk

Telephone

+44 1698282957

Country

United Kingdom

Internet address

www.scotcourts.gov.uk

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Please note, the alternative review body to the local Sheriff Court detailed in VI.4.1 is:

Court of Session

Parliament House

Parliament Square

Edinburgh

EH1 1RQ

+44 1312252595

supreme.courts@scotcourts.gov.uk