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Contract

Carer Wellbeing Assessment Service

Denbighshire County Council

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2023/S 000-012083

Procurement identifier (OCID): ocids-h6vhtk-03878c

Published 27 April 2023, 9:50am

Section I: Contracting authority

I.1) Name and addresses

Denbighshire County Council

Russell House

Rhyl

LL18 3DP

Email

Alison.Hay@denbighshire.gov.uk

Telephone

+44 1824706508

Country

United Kingdom

NUTS code

UKL13 - Conwy and Denbighshire

Internet address(es)

Main address

<https://www.denbighshire.gov.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0280

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

Carer Wellbeing Assessment Service

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council wishes to commission a new support service for unpaid adult carers living, or caring for a citizen(s) in Denbighshire and is offering the opportunity for interested organisations to submit a bid for the new Carer Support Service.

The purpose of the service is to help unpaid carers to sustain their caring role and enjoy a life of their own alongside their caring role, that meets their needs and ensures individual carers have access to:

- Clear Information, advice and assistance (including those who might not be online.)
- User-friendly What Matters Conversations (assessments).
- Have a life of their own and take part in community activities.
- Support to stay emotionally and physically well.
- Promotes financial wellbeing.
- Support to enter or stay in work, education or training.
- Supporting unpaid carers to have a voice about services for the cared for person and themselves.

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: £729,540

II.2) Description

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKL13 - Conwy and Denbighshire

II.2.4) Description of the procurement

Carer Support Service - Overview

Denbighshire's Carers Charter - Everyone recognises and values the contribution that unpaid carers make. To ensure that all carers receive understanding and the best quality support.

Denbighshire County Council recognises and values the contribution unpaid carers make to society and the work they do in caring for those who could not manage without their help and support to remain living at home and in the local community.

The Council wishes to commission a new support service for unpaid adult carers living, or caring for a citizen(s) in Denbighshire and is offering the opportunity for interested organisations to submit a bid for the new Carer Support Service.

The contract for the Carers Support Service will be awarded for 3 years with an opportunity to extend the period for a further 2 years' subject to review.

The purpose of the service is to help unpaid carers to sustain their caring role and enjoy a life of their own alongside their caring role, that meets their needs and ensures individual carers have access to:

- Clear Information, advice and assistance (including those who might not be online.)
- User-friendly What Matters Conversations (assessments).
- Have a life of their own and take part in community activities.

- Support to stay emotionally and physically well.
- Promotes financial wellbeing.
- Support to enter or stay in work, education or training.
- Supporting unpaid carers to have a voice about services for the cared for person and themselves.

We are keen to encourage service development, coproduction, partnership working and flexibility, whilst also ensuring that more innovation is created, within the service provision. Delivering clear outcomes for unpaid carers is an essential part of the service delivery and we are committed to working with local unpaid carers and commissioning quality services that are person centred, coordinated and outcome focused.

Early intervention and prevention is critical and we need to consider what can be done to help unpaid carers from reaching crisis point. This service also links with the wider range of preventative services that are commissioned to support carers to maintain their caring role but also while enabling them to enjoy a life of their own alongside their caring responsibilities.

The National Strategy for Unpaid Carers sets out the Welsh Government's key priority areas for unpaid Carers and recent Charter reinforces knowledge about Carers Rights, which were legislated for in the Social Services and Wellbeing (Wales) Act 2014. The service is expected to support and align with the National, Regional and Denbighshire County Council's local priorities to ensure the best outcomes for unpaid carers and those they support to remain independent and living at home.

The service whilst focused across the whole of Denbighshire will also be expected to meet local needs. Ensuring the service is accessible, provided in community locations, close to where people live and is inclusive and offers flexibility for working carers who for example need information and advice outside of normal office hours.

This service has TUPE implications, please see the attached TUPE information contained in the tender documentation

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) Form of procedure

Open procedure

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-033180](#)

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

26 April 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

V.2.3) Name and address of the contractor

NEWCIS

28 to 44 New Street

mold

ch71nz

Country

United Kingdom

NUTS code

- UKL23 - Flintshire and Wrexham

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

Total value of the contract/lot: £729,540

Section VI. Complementary information

VI.3) Additional information

(WA Ref:129746)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom