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Tender

## **HCC024/24- Provision of Carers Breaks Services**

Hertfordshire County Council

F02: Contract notice

Notice identifier: 2024/S 000-014086

Procurement identifier (OCID): ocds-h6vhtk-045698

Published 1 May 2024, 3:07pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Hertfordshire County Council

Pegs Lane

HERTFORD

SG13 8DE

#### **Contact**

Simon Hastings

#### **Email**

[simon.hastings@hertfordshire.gov.uk](mailto:simon.hastings@hertfordshire.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH23 - Hertfordshire

**Internet address(es)**

Main address

[www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)

Buyer's address

[www.supplyhertfordshire.uk](http://www.supplyhertfordshire.uk)

**I.3) Communication**

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

<http://www.supplyhertfordshire.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://www.supplyhertfordshire.uk>

Tenders or requests to participate must be submitted to the above-mentioned address

**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**

HCC024/24- Provision of Carers Breaks Services

Reference number

HCC2314981

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Hertfordshire County Council (the 'Council') wishes to establish a framework agreement for the provision of a countywide carers breaks service and further information in regard to this opportunity can be found in II.2.4) Description of the procurement field. Organisations wishing to take part in this project are invited to 'express interest' which will give access to the full procurement documents in the e-tendering system. Please see VI.3) Additional information for further information. Any questions relating to this procurement must be made via the correspondence area in the e-Tendering system, in accordance with the procurement documents and can be addressed to the main contact as shown in the details above.

#### **II.1.5) Estimated total value**

Value excluding VAT: £14,600,000

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

### **II.2) Description**

#### **II.2.1) Title**

## Provision of Carers Breaks Services

Lot No

HCC2314981

### **II.2.2) Additional CPV code(s)**

- 98000000 - Other community, social and personal services
- 85000000 - Health and social work services
- 85310000 - Social work services
- 98513310 - Home-help services
- 85300000 - Social work and related services

### **II.2.3) Place of performance**

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hertfordshire

### **II.2.4) Description of the procurement**

Hertfordshire County Council (the 'Council') acting as lead commissioner on behalf of District funding partners wishes to procure a countywide Framework Agreement for a carer breaks service to support and provide respite for carers in Hertfordshire. Service Providers will be required to be registered with the Quality Care Commission (C Q C) and to maintain that registration throughout the duration of the Frame The Service Provider must be able to demonstrate a commitment to maintaining and delivering high quality services for adults with a variety of needs and/or conditions and provide services where all aspects of a person's care are met. The Service Provider must provide services that meet the needs of the individual and are provided by competent staff in a way that supports the safety and security of the person supported. The Services will be responsive, reliable and maintain a person's dignity and respect at all times- be accessible and delivered with understanding and without discrimination. The Services will support Carers caring for an adult aged 18 and over who are ordinarily resident and living in Hertfordshire.-The Breaks Services- shall be open to anyone meeting these criteria and who has been assessed to meet the Council's eligibility criteria for unmet needs. This will include older adults (65 plus), adults with learning disabilities, physical disabilities, autism

or people who have other Neurodiversity, or mental health conditions (including people who experience suicidal ideation). The services will include a range of provision to enable the carer to take a break from their caring role. This will include but is not limited to supporting the person they care for in their own home, supporting the person they care for to access community-based services, supporting the Carer and the person they care for to access the wider community. The Service aim is to allow people to live as independently as possible in their own home and communities. The Services will be pivotal in preventing people from going into bed-based services such as residential homes, hospital, or other formal care settings and to support Carers to continue in their caring role for as long as they wish to do so. The Service Provider will ensure that their delivery of Carers support services is part of a network of services, which is underpinned by partnership working with a wide range of agencies. These will include but not be limited to: Adult Care Services, Hertfordshire and West Essex Integrated Care Board and Integrated Care System, Adult Community Health Services, Hertfordshire Care Providers Association and the Voluntary and Community Sector. The Service Provider will ensure that services delivered are innovative and creative both in terms of direct delivery and the use of community resources. The anticipated total annual joint expenditure for this Service over all Lots is approximately: G B P 3,647,878.00. Therefore the estimated total value of the Framework over its lifetime could be up to G B P 14,591,510.00 G B P 14,600,000.00)-For Contract Notice The Contract Period for this Contract is an initial period of three years with the option to extend by a further one year. Therefore, the maximum duration of this Contract could be four years. unless terminated in accordance with the provisions of the Contract. Please note that the requirements of the Contract will be subject to available financial resources, supplier performance and flexibility to meet changing demands. The Council will be entitled to enter into other Contracts and arrangements with other Providers for the provision of any, or all, of the requirements which are the same as, or similar to those specified under the established Contract. Please Note the T U P E Employee Liability Information for this procurement has been provided along with other documentation for this procurement. T U P E related information is personal data and must be protected in accord

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

### **II.2.6) Estimated value**

Value excluding VAT: £14,600,000

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

Duration in months

48

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

The Contract Period for this Contract is an initial period of three years with the option to extend by a further one year. Therefore, the maximum duration of this Contract could be four years.

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2) Description**

#### **II.2.1) Title**

Preventative Breaks Service-S Stevenage and North Herts

Lot No

One

#### **II.2.2) Additional CPV code(s)**

- 98000000 - Other community, social and personal services

#### **II.2.3) Place of performance**

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hertfordshire

#### **II.2.4) Description of the procurement**

Preventative Breaks Service-Stevenage and North Herts

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

The Contract Period for this Contract is an initial period of three years with the option to extend by a further one year. Therefore, the maximum duration of this Contract could be four years.

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2) Description**

#### **II.2.1) Title**

Preventative Breaks Service- East Herts, Broxbourne and Welwyn & Hatfield

Lot No

Two

**II.2.2) Additional CPV code(s)**

- 98000000 - Other community, social and personal services

**II.2.3) Place of performance**

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hertfordshire

**II.2.4) Description of the procurement**

Preventative Breaks Service- East Herts, Broxbourne and Welwyn & Hatfield

**II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

No

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**



Options: Yes

Description of options

The Contract Period for this Contract is an initial period of three years with the option to extend by a further one year. Therefore, the maximum duration of this Contract could be four years.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Preventative Breaks Service- St Albans and Dacorum

Lot No

Three

### **II.2.2) Additional CPV code(s)**

- 98000000 - Other community, social and personal services

### **II.2.3) Place of performance**

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hertfordshire

### **II.2.4) Description of the procurement**

Preventative Breaks Service- St Albans and Dacorum

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

The Contract Period for this Contract is an initial period of three years with the option to extend by a further one year. Therefore, the maximum duration of this Contract could be four years.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Preventative Breaks Service-Watford, Three Rivers and Hertsmere

Lot No

Four

### **II.2.2) Additional CPV code(s)**

- 98000000 - Other community, social and personal services

### **II.2.3) Place of performance**

NUTS codes

- UKH23 - Hertfordshire

#### **II.2.4) Description of the procurement**

Preventative Breaks Service-Watford, Three Rivers and Hertsmere

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

The Contract Period for this Contract is an initial period of three years with the option to extend by a further one year. Therefore, the maximum duration of this Contract could be four years.

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2) Description**

#### **II.2.1) Title**

On- Going Breaks Services-Stevenage and North Herts

Lot No

Five

**II.2.2) Additional CPV code(s)**

- 98000000 - Other community, social and personal services

**II.2.3) Place of performance**

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hertfordshire

**II.2.4) Description of the procurement**

On- Going Breaks Services-Stevenage and North Herts

**II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

No

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: Yes

Description of options

The Contract Period for this Contract is an initial period of three years with the option to extend by a further one year. Therefore, the maximum duration of this Contract could be four years.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

On- Going Breaks Services-East Herts, Broxbourne and Welwyn & Hatfield

Lot No

Six

### **II.2.2) Additional CPV code(s)**

- 98000000 - Other community, social and personal services

### **II.2.3) Place of performance**

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hertfordshire

### **II.2.4) Description of the procurement**

On- Going Breaks Services-East Herts, Broxbourne and Welwyn & Hatfield

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

The Contract Period for this Contract is an initial period of three years with the option to extend by a further one year. Therefore, the maximum duration of this Contract could be four years.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

On- Going Breaks Services-St Albans and Dacorum

Lot No

Seven

### **II.2.2) Additional CPV code(s)**

- 98000000 - Other community, social and personal services

### **II.2.3) Place of performance**

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hertfordshire

#### **II.2.4) Description of the procurement**

On- Going Breaks Services-St Albans and Dacorum

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

The Contract Period for this Contract is an initial period of three years with the option to extend by a further one year. Therefore, the maximum duration of this Contract could be four years.

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

On- Going Breaks Services-Watford, Three Rivers and Hertsmere

Lot No

Eight

### **II.2.2) Additional CPV code(s)**

- 98000000 - Other community, social and personal services

### **II.2.3) Place of performance**

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hertfordshire

### **II.2.4) Description of the procurement**

On- Going Breaks Services-Watford, Three Rivers and Hertsmere

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No



### **II.2.11) Information about options**

Options: Yes

Description of options

The Contract Period for this Contract is an initial period of three years with the option to extend by a further one year. Therefore, the maximum duration of this Contract could be four years.

### **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 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

As stated in the procurement 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

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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## **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:

The framework will not exceed 4 years

#### **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

26 June 2024

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

26 June 2024

Local time

12:00pm

Place

Hertfordshire

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## **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

Electronic payment will be used

### **VI.3) Additional information**

Please note Hertfordshire County Council has worked closely with its districts and partners to create a joint procurement portal called supply Hertfordshire. This portal provides an e-Tendering system which is run by In-Tend. To access this procurement opportunity please visit [www.supplyhertfordshire.uk](http://www.supplyhertfordshire.uk) and follow the on-screen guidance. In accordance with Regulation 53 of The Public Contracts Regulations 2015, the Council's procurement documents are available within the e-Tendering system. This is a one stage procurement process. Therefore, if you wish to be considered as a tenderer you must complete and submit a tender by the specified closing date and time. Tender submissions cannot be uploaded after this return deadline. If you are experiencing problems In-Tend offer a help section which includes a dedicated UK support desk which can be contacted via email: [support@in-tend.co.uk](mailto:support@in-tend.co.uk) or Telephone: +44 1144070065 for any website/technical questions, Monday to Friday, 8:30-17:00. The Council reserves the right at any time to cease the procurement process and not award a Framework Agreement or to award only part of the opportunity described in this notice. If the Council takes up this right, then they will not be responsible for or pay the expenses or losses, which may be incurred by any organisation or tenderer as a result. The Council undertakes to hold confidential any information provided in the proposal submitted, subject to the Council's obligations under the law including the Freedom of Information Act 2000. If the organisation considers that any of the information submitted in the proposal should not be disclosed because of its sensitivity then this should be stated with the reason for

considering it sensitive. The Council will then endeavour to consult with the applicant about such sensitive information when considering any request received under the Freedom of Information Act 2000 before replying to such a request. The Council reserves the right to carry out additional financial checks on all organisations bidding for this opportunity at any time during the procurement process. This is to ensure that they continue to meet the Council's requirements and remain financially viable to fulfil the requirements under the Framework Agreement.

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

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

High Court,

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 20794760000

Country

United Kingdom

##### **VI.4.2) Body responsible for mediation procedures**

High Court,

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom

##### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Contracting Authority will incorporate a minimum 10 calendar day (when using electronic means) standstill period at the point information on the award of the Framework Agreement is communicated to tenderers. This period allows unsuccessful tenderers to challenge the decision to award a Framework Agreement before a contract is executed/signed (as appropriate). The Public Contracts Regulations 2015 ('Regulations') provide for aggrieved parties who have been harmed or at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought promptly and within the time limits as defined in the above regulations. Where a Framework Agreement has not been entered into the court may order the setting aside of the award decision or order the contracting authority to amend any document and may award damages. If the Framework Agreement has been entered into the court has the options to award damages and/or to shorten or order the Framework Agreement ineffective.

#### **VI.4.4) Service from which information about the review procedure may be obtained**

High Court,

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom