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Contract

## **Voluntary Community and Social Enterprise (VCSE) Sector Commissioning 2023 - Phase 3**

The Royal Borough of Kingston upon Thames

F03: Contract award notice

Notice identifier: 2024/S 000-014468

Procurement identifier (OCID): ocds-h6vhtk-040ea5

Published 7 May 2024, 10:43am

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

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

The Royal Borough of Kingston upon Thames

Guildhall 2, High Street

Kingston upon Thames

KT1 1EU

#### **Contact**

Ms Cassiana Phillips

#### **Email**

[cassiana.phillips@kingston.gov.uk](mailto:cassiana.phillips@kingston.gov.uk)

#### **Country**

United Kingdom

**Region code**

UKI63 - Merton, Kingston upon Thames and Sutton

**Internet address(es)**

Main address

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

Buyer's address

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

**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

Voluntary Community and Social Enterprise (VCSE) Sector Commissioning 2023 - Phase 3

Reference number

DN693928

#### II.1.2) Main CPV code

- 85000000 - Health and social work services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

The Voluntary, Community and Social Enterprise Sector (VCSE) plays a vital role in Kingston supporting some of the borough's most vulnerable residents. The sector has played a crucial role in the Kingston Covid response and continued funding of local Voluntary Community Sector organisations is an important part of ensuring the Authority has an effective approach to early help and prevention. These proposals build on learning from the Covid response, the priorities of the Communities Taskforce, the recommendations from Seizing the Moment, and sector best practice. The service priorities, specification requirements and monitoring approach have been co-designed with the sector.

A phased approach to the commissioning process has been adopted, with contracts falling into earlier Phase 1 and 2 contracts, this Phase 3, and the remaining contracts into further phases during 2024.

This procurement exercise is in relation to Phase 3 only.

There are seven (7) proposed commissioning themes in Phase 3. Each commissioning theme has lots which indicate the type of service provision required. This assists us in focussing our intentions into areas of need.

Potential providers may bid for one or more theme lots within the overarching commissioning themes. Providers must be capable of providing all elements within a theme lot.

Theme lots will not be further divided.

The Authority is using an Open Procedure for this procurement of services categorised as 'social and other specific services' under Schedule 3 of Regulations. This procurement exercise will therefore be subject to the Light Touch Regime (LTR) under Regulations 74 to 77 as set out in the Regulations.

Contract Term: Initial Term of 3 years with option to extend by two further periods of up to 12 months each. (3+1+1 = 5 years).

### **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: £5,207,216

## **II.2) Description**

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

Provision of Core Information, Advice and Guidance

Lot No

4a

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

- 85000000 - Health and social work services

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

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

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

Information, Advice, and Guidance (IAG) refers to a comprehensive range of services and support that aims to provide individuals with accurate, relevant, and personalised information, advice, and guidance to help them make informed decisions about various

aspects of their lives.

IAG services are often offered by organisations, agencies, or professionals in fields such as education, employment, career development, social services, and more. The goal of IAG is to empower individuals to make choices that align with their goals, needs, and aspirations. The components of IAG entail:

**Information:** Providing factual and up-to-date knowledge on a specific subject or topic. This could include details about available options, resources, services, regulations, and opportunities.

**Advice:** Offering recommendations, insights, and expert opinions based on the individual's situation and circumstances. Advice is tailored to help individuals understand the implications of their decisions and explore potential paths.

**Guidance:** Assisting individuals in navigating complex situations, processes, or decision-making scenarios. Guidance involves helping individuals assess their options, weigh pros and cons, and choose a course of action that aligns with their goals.

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

Quality criterion - Name: Quality / Weighting: 75

Price - Weighting: 25

## **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

## **II.2) Description**

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

Provision of Core Information Advice and Support for Older People

Lot No

4b

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

- 85000000 - Health and social work services

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

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

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

Information, Advice, and Guidance (IAG) refers to a comprehensive range of services and support that aim to provide individuals with accurate, relevant, and personalised information, advice, and guidance to help them make informed decisions about various aspects of their lives.

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**Guidance:** Assisting individuals in navigating complex situations, processes, or decision-making scenarios. Guidance involves helping individuals assess their options, weigh pros and cons, and choose a course of action that aligns with their goals.

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

Quality criterion - Name: Quality / Weighting: 75

Price - Weighting: 25

### **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

## **II.2) Description**

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

Provision of Adult Social Care Transport

Lot No

5a

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

- 60000000 - Transport services (excl. Waste transport)

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

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

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

The aim of this outcome-based specification is to ensure people in Kingston are socially connected, are able to meaningfully contribute to their community, and can access the practical support they need to maintain their independence.

The Royal Borough of Kingston upon Thames aims to procure a passenger-oriented Adult Social Care Community Transport model - one where the Provider delivers a service that is personable, helpful, and committed to passenger safety. The Council also aims to commission a Provider that delivers value for money, works cooperatively with the Council through consistent, proportionate performance and contract management arrangements and ensures that maximum community benefits are achieved through this 3-year + 1-year + 1-year contract.

The Council aims to implement a Single / Lead Provider model, where one Provider will ensure all aspects of the service specification and strategic objectives are achieved; if not deliverable as a stand alone provider then through subcontracting and / or other mechanisms in partnership with local providers.

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

Quality criterion - Name: Quality / Weighting: 75

Price - Weighting: 25

### **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

## **II.2) Description**

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

Older People Prevention and Community Support

Lot No

5b

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

- 85000000 - Health and social work services

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

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

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

The aim of this outcome based specification is to ensure people in Kingston are socially



connected and resilient and are able to meaningfully contribute to their community, and can access the practical support they need to maintain their independence.

The Council aims to deliver value for money, establish consistent, proportionate performance and contract management arrangements and ensure that the maximum community benefits are achieved through the award of this 3 years + 1 year + 1 year contract.

The approach adopted by the commissioner is to work with the successful Provider to agree key outcomes from this new service, rather than being prescriptive about exactly how the service should be delivered. This approach aims to promote creative and innovative ways of working that are flexible and responsive in order to meet the diverse range of fluctuating nature of service user needs.

The expectation is that, following the contract award, the council will use the Mobilisation period to collaborate with the chosen Provider to plan and trial new ways of working and practice, explore new solutions and develop new models of service delivery to reflect emerging needs. This collaboration will include agreeing outcomes and key performance indicators.

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

Quality criterion - Name: Quality / Weighting: 75

Price - Weighting: 25

### **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

## **II.2) Description**

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

Respite Services

Lot No

5c

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

- 85000000 - Health and social work services

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

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

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

Respite refers to a period of temporary relief or rest for individuals who are caregivers for someone else, often family members or friends caring for a loved one with a disability, chronic illness, or special needs. Caregiving can be emotionally and physically demanding, and respite offers caregivers an opportunity to take a break from their caregiving responsibilities.

During a respite period, the primary caregiver may have the chance to step away from their caregiving role and attend to their own needs, engage in self-care activities, or simply take time for personal rest and rejuvenation. Respite can vary in duration, ranging from a few hours to several days or weeks, depending on the needs of the caregiver and the availability of alternative care arrangements.

Respite care can be provided in various settings, including:

**In-home Respite:** Trained caregivers or volunteers come to the care recipient's home to provide care while the primary caregiver takes a break.

**Adult Day Care Centers:** Care recipients can attend daycare centres designed for adults during the day, allowing the caregiver to have some time off.

**Residential Respite:** Care recipients may temporarily stay in a facility, such as a nursing home or assisted living facility, for a short period while the caregiver takes a break.

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

Quality criterion - Name: Quality / Weighting: 75

Price - Weighting: 25

## **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

## **II.2) Description**

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

Specialist IAG and Services to Support the Single Homeless Pathway

Lot No

10a

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

- 85000000 - Health and social work services

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

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

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

The Single Homeless Pathway is to be recommissioned as a Specialist Information, Advice and Guidance (IAG) and Services to support the Single Homeless Pathway. It will be referred to as the Single Homeless Pathway for simplicity throughout this specification.

The Single Homeless Pathway was intended to deliver service improvement, with better value and aligned outcomes for single homeless people. This included those with 'no fixed abode', sleeping rough or at risk of rough sleeping and those threatened with homelessness.

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

Quality criterion - Name: Quality / Weighting: 75

Price - Weighting: 25

### **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

## **II.2) Description**

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

Specialist IAG Services Relating to the delivery of the Warm Homes, Better Health, Home Visiting Scheme

Lot No

4e

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

- 85000000 - Health and social work services

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

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

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

In recent years, as a consequence of Cost of Living pressures, the Warm Home, Better Health service has been supporting more people across the borough, those of which are from vulnerable groups. The service is expected to support these residents to tackle fuel poverty and take control of their lives.

The overall objectives of the service is:

- To reduce ill health and excess winter mortality associated with cold homes through improving the energy efficiency of homes of people at risk of experiencing fuel poverty;
- Provide measures and innovation to support Kingston councils' sustainability goals;

- To improve health and wellbeing of vulnerable residents through raising awareness and providing relevant prevention information, signposting, and referrals;
- To alleviate fuel poverty in income poor households by offering tailored energy efficiency advice, energy efficiency measures and assisting with completing grant applications;
- To support the Councils' climate emergency strategies and objectives through delivering a number of energy saving small measures outlined in the service specification;
- To reduce the effect of extreme social isolation on people living in Kingston, and
- Improve the quality of life for people who use their service.

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

Quality criterion - Name: Quality / Weighting: 75

Price - Weighting: 25

### **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: Yes

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

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

Notice number: [2023/S 000-031381](#)

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## **Section V. Award of contract**

### **Lot No**

4a

### **Title**

Provision of Core Information, Advice and Guidance

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

15 February 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 1

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

### **V.2.3) Name and address of the contractor**

Kingston Citizens Advice

Surrey

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,210,000

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## **Section V. Award of contract**

### **Lot No**

4b

### **Title**

Provision of Core Information Advice and Support for Older People

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

15 February 2024

### **V.2.2) Information about tenders**

Number of tenders received: 2

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

### **V.2.3) Name and address of the contractor**

Staywell

Surrey

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

Yes

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

Total value of the contract/lot: £450,000

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## **Section V. Award of contract**

### **Lot No**

5a

### **Title**

Provision of Adult Social Care Transport Services

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**



15 February 2024

### **V.2.2) Information about tenders**

Number of tenders received: 1

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

### **V.2.3) Name and address of the contractor**

Rakat

Greater London

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

Yes

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

Total value of the contract/lot: £935,000

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## **Section V. Award of contract**

### **Lot No**

5b

### **Title**

Older People Prevention and Community Support

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

15 February 2024

### **V.2.2) Information about tenders**

Number of tenders received: 1

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

### **V.2.3) Name and address of the contractor**

Staywell

Surrey

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

Yes

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

Total value of the contract/lot: £630,000

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## **Section V. Award of contract**

### **Lot No**

5c

### **Title**

Respite Services

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

15 February 2024

### **V.2.2) Information about tenders**

Number of tenders received: 2

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

### **V.2.3) Name and address of the contractor**

Enhanceable

Surrey

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,432,216

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## **Section V. Award of contract**

**Lot No**

10a

## **Title**

Specialist IAG and Services to support the Single Homelessness Pathway

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

15 February 2024

### **V.2.2) Information about tenders**

Number of tenders received: 1

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

### **V.2.3) Name and address of the contractor**

Kingston Churches Action on Homelessness

Surrey

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

Yes

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

Total value of the contract/lot: £450,000

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## **Section V. Award of contract**

### **Lot No**

4e

### **Title**

Specialist IAG services relating to the delivery of the warm Home, Better Health, Home Visiting Scheme

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

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## **Section VI. Complementary information**

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

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

The High Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom