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Tender

## **Community Support Service**

North Ayrshire Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2021/S 000-015906

Procurement identifier (OCID): ocids-h6vhtk-02b10d

Published 8 July 2021, 2:34pm

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

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

North Ayrshire Council

Cunninghame House, Friars Croft

Irvine

KA12 8EE

#### **Contact**

William Tomelty

#### **Email**

[procurement@north-ayrshire.gov.uk](mailto:procurement@north-ayrshire.gov.uk)

#### **Telephone**

+44 1294324354

#### **Country**

United Kingdom

**NUTS code**

UKM93 - East Ayrshire and North Ayrshire mainland

**Internet address(es)**

Main address

<http://www.north-ayrshire.gov.uk>

Buyer's address

[http://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00337](http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00337)

**I.3) Communication**

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.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**

Community Support Service

Reference number

NAC/4280

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

- 85323000 - Community health services

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

Services

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

North Ayrshire Council ("NAC") invites tenders for the provision of a community support service.

NAC currently have a flexible framework in place for this requirement which allows NAC to re-open the framework to new providers therefore, the framework is being re-opened.

NAC are required to re-open the framework to new providers after the initial two year period, as detailed in the original Contract Notice. There is no limit to the number of providers who may be awarded a place on the framework however, providers should note that there may not be a sufficient volume of business to support a large number of new providers and there is no guarantee of business even if awarded a place on the framework.

The estimated spend under the framework over the remaining 4 years is 56,079,900.00 GBP however, this figure includes services already commissioned during the initial 2 year period that will continue over the next 4 years and therefore, this figure is not representative of new business opportunities available over the remaining 4 year period.

The resultant framework will be for a period of 2 years commencing 6th January 2022 until 5th January 2024 with the option to extend by up to 24 months until 5th January 2026. Extensions will be at the sole discretion of NAC and subject to satisfactory performance and funding.

The framework delivers Adult Community Support Services across Learning Disability, Physical Disability and Mental Health client groups.

The scope of the framework encompasses services currently referred to as Community Support, 24 Hour Support, Housing Support and Supported Living Services. It does not include care at home provision.

Services are delivered in a community setting, 24 hours a day, 7 days a week, 365 days per year, inclusive of sleepovers and waking nights, to adults aged 16 and over who have been assessed by North Ayrshire Health and Social Care Partnership as requiring a service.

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

Value excluding VAT: £56,079,900

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

This contract is divided into lots: Yes

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

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

Three Towns, Garnock Valley and North Coast Area - Mental Health Client Group

Lot No

1

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

- 85323000 - Community health services

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

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

Three Towns, Garnock Valley and North Coast Area.

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

The framework will deliver an Adult Community Support Service to adults age 16 and over with a mental health need.

Services will be delivered in a community setting, 24 hours a day, 7 days a week, 365 days per year, inclusive of sleepovers and waking nights, to adults aged 16 and over who have been assessed by North Ayrshire Health and Social Care Partnership as requiring a service.

#### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

48

#### **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**

Three Towns, Garnock Valley and North Coast Area - Learning Disability Client Group

Lot No

2

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

- 85323000 - Community health services

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

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

Three Towns, Garnock Valley and North Coast Area.

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

The framework will deliver an Adult Community Support Service to adults age 16 and over

with a learning disability need.

Services will be delivered in a community setting, 24 hours a day, 7 days a week, 365 days per year, inclusive of sleepovers and waking nights, to adults aged 16 and over who have been assessed by North Ayrshire Health and Social Care Partnership as requiring a service.

#### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

48

#### **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**

Three Towns, Garnock Valley and North Coast Area - Physical Disability Client Group

Lot No

3

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

- 85323000 - Community health services

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

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

Three Towns, Garnock Valley and North Coast Area.

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

The framework will deliver an Adult Community Support Service to adults age 16 and over with a physical disability need.

Services will be delivered in a community setting, 24 hours a day, 7 days a week, 365 days per year, inclusive of sleepovers and waking nights, to adults aged 16 and over who have been assessed by North Ayrshire Health and Social Care Partnership as requiring a service.

#### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

48

#### **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**

Irvine and Kilwinning Area - Mental Health Client Group

Lot No

4

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

- 85323000 - Community health services

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

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

Irvine and Kilwinning Area.

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

The framework will deliver an Adult Community Support Service to adults age 16 and over with a mental health issue.

Services will be delivered in a community setting, 24 hours a day, 7 days a week, 365

days per year, inclusive of sleepovers and waking nights, to adults aged 16 and over who have been assessed by North Ayrshire Health and Social Care Partnership as requiring a service.

### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

48

### **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**

Irvine and Kilwinning Area - Learning Disability Client Group

Lot No

5

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

- 85147000 - Company health services

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

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

Irvine and Kilwinning Area.

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

The framework will deliver an Adult Community Support Service to adults age 16 and over with a learning disability need.

Services will be delivered in a community setting, 24 hours a day, 7 days a week, 365 days per year, inclusive of sleepovers and waking nights, to adults aged 16 and over who



have been assessed by North Ayrshire Health and Social Care Partnership as requiring a service.

### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

48

### **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**

Irvine and Kilwinning Area - Physical Disability Client Group

Lot No

6

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

- 85147000 - Company health services

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

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

Irvine and Kilwinning Area.

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

The framework will deliver an Adult Community Support Service to adults age 16 and over with a physical disability need.

Services will be delivered in a community setting, 24 hours a day, 7 days a week, 365 days per year, inclusive of sleepovers and waking nights, to adults aged 16 and over who have been assessed by North Ayrshire Health and Social Care Partnership as requiring a

service.

## **II.2.7) Duration of the contract or the framework agreement**

Duration in months

48

## **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.1.4) Objective rules and criteria for participation**

List and brief description of rules and criteria

Bidders will be required to have a minimum yearly “general” turnover of 200,000 GBP for the last 3 years.

NAC reserve the right to review the bidder’s financial information including information from credit reference agencies at tender stage and throughout the life of the framework and seek clarifications if necessary. If clarifications are not satisfactory the bidder may be excluded from the tender process.

Bidders who cannot meet the required level of turnover will be excluded from this tender.

Where turnover information is not available for the time period requested, the bidder will be required to state the date which they were set up or started trading.

It is a requirement of this framework that bidders hold, or can commit to obtain prior to the commence of any subsequently awarded contract, the types and levels of insurance indicated below:

Employer’s Liability Insurance = 5,000,000 GBP

Public Liability Insurance = 10,000,000 GBP

Personal Possessions Insurance = 5,000 GBP

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

### **III.2.1) Information about a particular profession**

Execution of the service is reserved to a particular profession

Reference to the relevant law, regulation or administrative provision

If required, bidders are required to be enrolled in the relevant professional or trade registers within the country in which they are established.

Where it is required, bidders must confirm which authorisation or memberships of the relevant organisation(s) are required in order to perform this service.

Bidders must confirm if they hold the particular authorisation or memberships.

Bidders must hold appropriate Care Inspectorate registration or equivalent to deliver community support at grade 3 or above and must maintain this throughout the duration of the framework.

### **III.2.2) Contract performance conditions**

Bidders should refer to the tender documents.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Form of procedure**

Open procedure

#### **IV.1.10) Identification of the national rules applicable to the procedure**

Information about national procedures is available at:  
<http://www.gov.scot/Topics/Government/Procurement>

#### **IV.1.11) Main features of the award procedure**

This procurement is based on the most economically advantageous tenders.

In order to achieve the most economically advantageous tenders, a quality price ratio of (90%) quality and (10%) price will be used.

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

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

Notice number: [2021/S 000-010652](#)

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

13 August 2021

Local time

12:00pm

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

English

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## **Section VI. Complementary information**

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

Bidders will be required to provide a minimum of 2 examples of services carried out in the past 3 years on the experience template provided that demonstrates they have the relevant experience to deliver the services as described in part II.2.4 of the Contract Notice. The services must be of a similar value, size and scope. Unsatisfactory experience will result in exclusion from the tender process.

Bidders will be required to provide 2 satisfactory references from 2 different service contracts on the reference templates provided. References should be completed and signed by previous customers for contracts of a similar value, size and scope. If any of the referees score the bidder less than 2 the bidder will be excluded from the tender process.

Completed experience and reference templates must be zipped and uploaded at question 4C.1 of the qualification envelope.

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

Bidders will be required to confirm that they will employ environmental management measures that meet the following requirements:

Employ and maintain environmental management measures in relation to the performance of the service provided, which must be designed to ensure that the service is carried out in accordance with the specification.

#### Quality Management Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent) or a documented policy regarding quality management, see attachment at SPD question 4D.1.

#### Health and Safety Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BS OHSAS 18001 or ISO 45001 (or equivalent) or have, within the last 12 months, successfully met the assessment requirements of a construction-related scheme in registered membership of the Safety Schemes in Procurement (SSIP) forum or the bidder must have a regularly reviewed and documented policy for Health and Safety management, see attachment at SPD question 4D.1.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 40385. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

The Contracting Authority does not intend to include a sub-contract clause as part of community benefits (as per Section 25 of the Procurement Reform (Scotland) Act 2014) in this contract for the following reason:

Providers are likely to have their own sub-contractors to draw from.

Community benefits are included in this requirement. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2361>

A summary of the expected community benefits has been provided as follows:

Community benefits will be requested on a minimum requirement basis for:

Employability

Supply Chain Initiatives

Community and Education Initiatives

(SC Ref:660106)

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

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

Kilmarnock Sheriff Court

Sheriff Court House, St Marnock Street

Kilmarnock

KA1 1ED

Telephone

+44 1563550024

Country

United Kingdom

Internet address

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

