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Contract

## **Mainstay access gateway, advice and support team**

Liverpool City Council

F03: Contract award notice

Notice identifier: 2024/S 000-016224

Procurement identifier (OCID): ocds-h6vhtk-0444bb

Published 22 May 2024, 4:27pm

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

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

Liverpool City Council

4th Floor, Cunard Building

Liverpool

L3 1DS

#### **Contact**

Ms Karishma Sheikh

#### **Email**

[Karishma.sheikh@liverpool.gov.uk](mailto:Karishma.sheikh@liverpool.gov.uk)

#### **Telephone**

+44 1513512181

#### **Country**

United Kingdom

**Region code**

UKD72 - Liverpool

**Internet address(es)**

Main address

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

Buyer's address

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

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

Housing and community amenities

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Mainstay access gateway, advice and support team

Reference number

DN712458

**II.1.2) Main CPV code**

- 98000000 - Other community, social and personal services

**II.1.3) Type of contract**

Services

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

The MainStay access gateway consists of an IT system and dedicated advice and support to

commissioned services, local authorities, service users and key stakeholders working with vulnerable households affected by homelessness across the LCR. This includes the delivery

of:

- An Advice Line / Help Desk for commissioned services / referrers
- System Training for all users, including the development of guidance manuals and system

alerts

- Project management
- Reporting, data analysis and data cleansing,
- Regular system audits, including contacting individuals who are at risk of homelessness,

providers whose services are managed through the system and other stakeholders who may

be in contact with the team

- Licence negotiations between the IT developer CDP and the 6 Local Authorities which use

the gateway system

The MainStay system assists Liverpool's Adult Services commissioners with pathway management, contract and performance management including measuring KPI's, for all commissioned services which are obliged to use the system.

#### **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: £451,806

## **II.2) Description**

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

NUTS codes

- UKD72 - Liverpool

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

The Provider will deliver the following objectives:

- To provide a flexible resource and expertise to work alongside the LCR

Authorities and other partners in the delivery of an access gateway across each of the 6 Local Authority areas in the Liverpool City Region: Liverpool City Council and the Metropolitan Borough Councils of Halton, Knowsley, Sefton, St Helens and Wirral.

- To enable the ongoing delivery of cost efficiencies and system developments through building on foundation of the Liverpool model and other system developments

- To use their best endeavours to ensure that each LA and their providers delivers the gateway in accordance with the agreed policies, procedures and protocols that were developed when launching the sub-regional approach and subsequent system developments and which are included in that LA's specific and most up to date Guidance Manual

- The Provider will review and update the relevant LA manual to ensure these comply with all legal requirements and policy updates that have occurred since

'go-live' and subsequent developments including:

- o Managing 'Gatekeeper Referrals'
- o Process for Referring/Assessing based on City Region connection
- o Prioritisation of Accommodation
- o Information Sharing Protocol
- o Data Sharing Agreement
- To manage the operation of the gateway which enables service users to receive a consistent service across the city region
- To enable clear and robust data on patterns and migration of the homeless population across LA boundaries

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

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

#### **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: No

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

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

Notice number: [2024/S 000-006692](#)

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

### **Contract No**

DN712458

A contract/lot is awarded: Yes

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

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

20 May 2024

#### **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: 0

Number of tenders received by electronic means: 1

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

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

(2) City of Liverpool Young Men's Christian Association (inc) trading as YMCA Together

15 Leeds Street

Liverpool

L3 6HU

Country

United Kingdom

NUTS code

- UKD72 - Liverpool

The contractor is an SME

No

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

Total value of the contract/lot: £451,806

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## **Section VI. Complementary information**

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

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

Royal Court of Justice

London

Country

United Kingdom

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

To be confirmed

TBC

Country

United Kingdom

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

Precise information on deadline(s) for review procedures

n/a

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

Liverpool City Council

Liverpool

Country

United Kingdom