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Contract

## **Supported Living & Outreach Flexible Framework**

The Royal Borough of Kingston upon Thames

F03: Contract award notice

Notice identifier: 2021/S 000-017999

Procurement identifier (OCID): ocds-h6vhtk-02cddb

Published 28 July 2021, 7:52pm

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

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

The Royal Borough of Kingston upon Thames

Guildhall, High Street

Kingston upon Thames

KT1 1EU

#### **Email**

[commissioning@kingston.gov.uk](mailto:commissioning@kingston.gov.uk)

#### **Telephone**

+44 2085475000

#### **Country**

United Kingdom

#### **NUTS 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.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**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**

Supported Living & Outreach Flexible Framework

Reference number

DN500852

**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 Royal Borough of Kingston Upon Thames is seeking to commission a "Flexible Framework Agreement" provision for Supported Living and Outreach Services consisting of multiple suitably qualified providers under which it can call off via direct awards or mini-competitions.

This procurement comprises of three lots. Lot 1 for Outreach Services; Lot 2 for Supported Living without Accommodation with sub-lots 2a learning disability, 2b mental health, 2c autism, 2d physical disability and 2e complex needs) and Lot 3 Supported Living with Accommodation which has sub-lots 3a learning disability, 3b mental health, 3c autism, 3d physical disability and 2e complex needs.

The "Flexible Framework Agreement" will be commissioned under the Light Touch Regime(implemented through regulations 74 - 77 of the Public Contract Regulations 2015). This Flexible Framework Agreement differs from those set up under the non-light touch regime in that the Council may exercise it's flexibility to periodically "open" the flexible framework for providers to submit applications to join, particularly if it needs to increase the capacity or respond to emerging needs. If the Council decides to open up the Flexible Framework Agreement for applications it will do so on the same terms and conditions and on the same criteria.

The duration of the Flexible Framework Agreement will be five years, plus two 12 month extension periods at the absolute sole discretion of the Council, creating a maximum possible flexible framework term of seven years. Call off contracts will be of varying durations according to the assessed needs of service users.

#### **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: £44,994,110

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

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

Lot 1 Outreach

Lot No

1

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

- 85312000 - Social work services without accommodation
- 98000000 - Other community, social and personal services

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

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

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

Outreach is the provision of one to one support to service users to enable them to play an active part in their communities. The service will work to improve the physical, social and mental wellbeing of service users. Outreach support is tailored and linked to the individual and not to a specific building or location. For further information please see the Instructions and Invitation to Tender and Service Specification.

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

Quality criterion - Name: Model of Service Delivery / Weighting: 15%

Quality criterion - Name: Knowledge and understanding / Weighting: 10%

Quality criterion - Name: Safeguarding of vulnerable adults / Weighting: 5%

Quality criterion - Name: Quality assurance and performance / Weighting: 5%

Quality criterion - Name: Use of innovation and technology / Weighting: 2.5%

Quality criterion - Name: Social value and workforce / Weighting: 2.5%

Price - Weighting: 60%

### **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**

Supported Living without accommodation

Lot No

2

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

- 85312000 - Social work services without accommodation
- 98500000 - Private households with employed persons

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

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

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

The Services will be provided for people who live in their accommodation in a variety of settings. This includes but is not restricted to:

- i) Scheme Based (Supported Living) services consisting of self-contained flats in a scheme or perhaps as a cluster of properties with onsite support and in some cases, a communal hub.
- ii) Shared or single occupant houses with floating or onsite support – in these types of schemes communal facilities like kitchens and bathrooms might be shared.

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

Quality criterion - Name: Model of service delivery / Weighting: 15%

Quality criterion - Name: Knowledge and understanding / Weighting: 10%

Quality criterion - Name: Safeguarding of vulnerable adults / Weighting: 5%

Quality criterion - Name: Quality assurance and performance / Weighting: 5%

Quality criterion - Name: Use of innovation and technology / Weighting: 2.5%

Quality criterion - Name: Social value and workforce / Weighting: 2.5%

Price - Weighting: 60%

### **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**

Lot 3 Supported living with accommodation

Lot No

3

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

- 85000000 - Health and social work services
- 85311000 - Social work services with accommodation

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

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

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

Supported living with accommodation refers to any housing scheme where housing, support and sometimes care services are provided as an integrated package.

The key characteristics of Supported Living with Accommodation are:

The integration of housing provision, care and support;

The landlord issues a tenancy or license agreement;

A premium is charged on top of the rent for the support provision

The Service Users are eligible for care services from the Council and have a care package;

CQC registration as home care where personal care is provided, including the prompting and supervision of personal care activities.

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

Quality criterion - Name: Model of service delivery / Weighting: 10%

Quality criterion - Name: Knowledge and understanding / Weighting: 10%

Quality criterion - Name: Safeguarding of vulnerable adults / Weighting: 5%

Quality criterion - Name: Quality assurance and performance / Weighting: 5%

Quality criterion - Name: Use of innovation and technology / Weighting: 2%

Quality criterion - Name: Social value and workforce / Weighting: 3%

Quality criterion - Name: Housing provision and support / Weighting: 5%

Price - Weighting: 60%

### **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

## **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

#### **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: [2020/S 201-486883](#)

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

### **Contract No**

Lot 1 Outreach

### **Lot No**

1

A contract/lot is awarded: Yes

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

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

1 July 2021

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

Number of tenders received: 41

The contract has been awarded to a group of economic operators: Yes

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

CTRC Community Interest Company

Network House, 1 Bentinck Court, Bentinck Road

West Drayton, Middlesex,

UB7 7RQ

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

07685609

The contractor is an SME

Yes

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

EnhanceAble

13 Geneva Road

Kingston Upon Thames

KT1 2TW

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

03140903

The contractor is an SME

No

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

Lifeways Community Care Ltd

56 Southwark Bridge Road

London

SE1 0AS

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

4126127

The contractor is an SME

No

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

Balance (Support) CIO

Sessions House, 17 Ewell Rd Surbiton

Surrey

KT6 6AG

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

1190859

The contractor is an SME

Yes

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

Pristine Recruitment Ltd

133 The Broadway

Mill Hill, London

NW7 4RN

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

06792655

The contractor is an SME

Yes

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

Alpenbest Limited

60 Wensleydale Rd, Hampton,

Middlesex

TW12 2LX

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

06528232

The contractor is an SME

No

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

MidCo Care Ltd

191 Lincoln Road

Peterborough Cambridge,

PE1 2PN

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

8397525

The contractor is an SME

Yes

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

HF Trust Ltd

5/6 Brook Business Park Folly Brook Road

Emerson's Green Bristol

BS16 7FL

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

313069

The contractor is an SME

No

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

Ability Housing Association

The Coach House Gresham Road, Staines

Middlesex

TW18 2AE

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

1261380

The contractor is an SME

Yes

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

Emezzions Limited

Unit 10 Square Root Business Centre, 102-106 Windmill Road, Croydon

London

CR0 2XQ

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

12221398

The contractor is an SME

Yes

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

Enterprise Care Support

Mitcham Parish Centre Church Path

Surrey

CR4 3BN

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

05996863

The contractor is an SME

Yes

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

Royal Mencap Society

123 Golden Lane

London

EC1Y 0RT

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

550457

The contractor is an SME

No

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

Voyage 1 Limited

Wall Island, Birmingham Road, Lichfield

Staffordshire

WS14 0QP

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

2215899

The contractor is an SME

No

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

Total value of the contract/lot: £4,499,411

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

### **Contract No**

Lot 2 Supported Living without accommodation

### **Lot No**

2

A contract/lot is awarded: Yes

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

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

1 July 2021

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

Number of tenders received: 52

The contract has been awarded to a group of economic operators: Yes

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

Ability Housing Association

The Coach House, Gresham Road Staines

Middlesex

TW18 2AE

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

1261380

The contractor is an SME

Yes

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

Active Prospects

1 Castlefield Court, Church Street, Reigate,

Surrey

RH2 0AH

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

IP26618R

The contractor is an SME

No

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

Alpenbest Limited

60 Wensleydale Rd, Hampton,

Middlesex

TW12 2LX

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

06528232

The contractor is an SME

No

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

Avenues London

River House , 1 Maidstone Rd, Foots Cray

Sidcup

DA14 5TA

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

06858705

The contractor is an SME

No

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

Balance (Support) CIO

Sessions House, 17 Ewell Rd Surbiton

Surrey

KT6 6AG

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

1190859

The contractor is an SME

Yes

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

CareTech Community Services Limited

5th Floor , Metropolitan House, 3 Darkes Lane , Potters Bar

Hertfordshire

EN6 1AG

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

02804415

The contractor is an SME

No

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

Chosen Care Group Limited

Cranbrook House, 61 Cranbrook Road

Ilford

IG1 4PG

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

06942967

The contractor is an SME

Yes

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

CTRC Community Interest Company

Network House, 1 Bentinck Court, Bentinck Road, West Drayton

Middlesex,

UB7 7RQ

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

07685609

The contractor is an SME

Yes

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

Emezzions Limited

Unit 10 Square Root Business Centre, 102-106 Windmill Road

Croydon, London

CR0 2XQ

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

12221398

The contractor is an SME

Yes

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

Enterprise Care Support

Mitcham Parish Centre, Church Path

Surrey

CR4 3BN

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

05996863

The contractor is an SME

Yes

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

HF Trust Ltd

5/6 Brook Business Park Folly Brook Road Emerson's Green

Bristol

BS16 7FL

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

734984

The contractor is an SME

No

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

Lifeways Community Care Ltd

56 Southwark Bridge Road

London

SE1 0AS

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

4126127

The contractor is an SME

No

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

Royal Mencap Society

123 Golden Lane

London

EC1Y 0RT

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

550457

The contractor is an SME

No

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

New Directions Flexible Social Care Solutions Ltd

Windsor House, Bayshill Road, Cheltenham

Gloucestershire

GL50 3AT

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

07154961

The contractor is an SME

No

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

Pristine Recruitment Ltd

133 The Broadway, Mill Hill

London

NW7 4RN

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

06792655

The contractor is an SME

Yes

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

PAI Healthcare Ltd

63 -65 Woodside Road, Amersham

England

HP6 6AA

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

11549826

The contractor is an SME

Yes

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

Voyage 1 Limited

Voyage Care, Wall Island, Birmingham Road, Lichfield

Staffordshire

WS14 0QP

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

2215899

The contractor is an SME

No

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

Wandle Healthcare Services Ltd

10 Park Road, Smallfield, Horley,

Surrey

RH6 9RZ

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

08816033

The contractor is an SME

Yes

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

MidCo Care Ltd

191 Lincoln Road Peterborough

CAMBS

PE1 2PN

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

8397525

The contractor is an SME

Yes

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

Total value of the contract/lot: £20,247,349.50

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

### **Contract No**

Lot 3 Supported Living with accommodation

### **Lot No**

3

### **Title**

Lot 3 Supported Living with accommodation

A contract/lot is awarded: Yes

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

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

1 July 2021

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

Number of tenders received: 45

The contract has been awarded to a group of economic operators: Yes

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

Ability Housing Association

The Coach House, Gresham Road, Staines

Middlesex

TW18 2AE

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

1261380

The contractor is an SME

Yes

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

Active Prospects

1 Castlefield Court, Church Street, Reigate

Surrey,

RH2 0AH

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

IP26618R

The contractor is an SME

No

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

Avenues London

River House , 1 Maidstone Rd, Foots Cray,

Sidcup

DA14 5TA

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

06858705

The contractor is an SME

No

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

CareTech Community Services Limited

5th Floor Metropolitan House 3 Darkes Lane Potters Bar

Hertfordshire

EN6 1AG

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

02804415

The contractor is an SME

No

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

Chosen Care Group Limited

Cranbrook House, 61 Cranbrook Road,

Ilford,

IG1 4PG

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

06942967

The contractor is an SME

Yes

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

Comfort Care Services (UK) Ltd

2 Lake End Court, Taplow Road, Taplow, Maidenhead,

Berkshire,

SL6 0JQ

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

5153873

The contractor is an SME

Yes

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

CTRC Community Interest Company

Network House, 1 Bentinck Court, Bentinck Road, West Drayton,

Middlesex,

UB7 7RQ

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

07685609

The contractor is an SME

Yes

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

Emezzions Limited

Unit 10 Square Root Business Centre, 102-106 Windmill Road,

Croydon, London,

CR0 2XQ

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

12221398

The contractor is an SME

Yes

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

Enterprise Care Support

Mitcham Parish Centre Church Path

Surrey

CR4 3BN

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

05996863

The contractor is an SME

Yes

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

HF Trust Ltd

5/6 Brook Business Park Folly Brook Road Emerson's Green

Bristol

BS16 7FL

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

734984

The contractor is an SME

No

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

Lifeways Community Care Ltd

56 Southwark Bridge Road,

London,

SE1 0AS

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

4126127

The contractor is an SME

No

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

Kaleidoscope Project

Resolven House St Mellons Business Park Fortran Road St Mellons

Cardiff

CF3 0EY

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

5480423

The contractor is an SME

Yes

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

Look Ahead Care and Support Ltd.

Kings Buildings, 16 Smith Square,

London

SW1P 3HQ

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

21004R

The contractor is an SME

No

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

Royal Mencap Society

123 Golden Lane,

London,

EC1Y 0RT

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

550457

The contractor is an SME

No

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

New Directions Flexible Social Care Solutions Ltd

Windsor House, Bayshill Road, Cheltenham,

Gloucestershire

GL50 3AT

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

07154961

The contractor is an SME

No

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

Pristine Recruitment Ltd

Pristine Recruitment Ltd 133 The Broadway Mill Hill

London

NW7 4RN

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

06792655

The contractor is an SME

Yes

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

Voyage 1 Limited

Wall Island, Birmingham Road, Lichfield,

Staffordshire,

WS14 0QP

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

2215899

The contractor is an SME

No

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

MidCo Care Ltd

191 Lincoln Road Peterborough

CAMBS

PE1 2PN

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

8397525

The contractor is an SME

Yes

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

Total value of the contract/lot: £20,247,349.50

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## **Section VI. Complementary information**

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

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

The Royal Borough of Kingston upon Thames

Guildhall 2, High Street

Kingston Upon Thames

KT1 1EU

Country

United Kingdom