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Tender

Night-time Support Services in Category 2.5 Sheltered Housing

Portsmouth City Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2023/S 000-021034

Procurement identifier (OCID): ocds-h6vhtk-03e40a

Published 21 July 2023, 9:09am

Section I: Contracting authority

I.1) Name and addresses

Portsmouth City Council

Civic Offices, Guildhall Square

PORTSMOUTH

PO12AL

Contact

Procurement Service

Email

procurement@portsmouthcc.gov.uk

Telephone

+44 2392688235

Country

United Kingdom

Region code

UKJ31 - Portsmouth

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.portsmouth.gov.uk/ext/business/business.aspx>

Buyer's address

<https://www.portsmouth.gov.uk/ext/business/business.aspx>

I.3) Communication

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

<https://intendhost.co.uk/portsmouthcc.aspx/home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://intendhost.co.uk/portsmouthcc.aspx/home>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Night-time Support Services in Category 2.5 Sheltered Housing

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Portsmouth City Council is inviting requests to participate from suitably qualified suppliers to provide a night time support service to support the provision of 24/7 support within our Category 2.5 Sheltered Housing Service. These services will provide a consistent and prompt on site response to Service Users who require assistance in their home or within the Sheltered Housing Scheme.

The service will be procured via a two-stage procurement process. The first stage is the Call for Competition (CFC) which will require interested providers to respond to a Standard Selection Questionnaire (SQ). Following evaluation of the completed SQs, all those candidates that have met the minimum requirements and have scored over 60% on their technical and professional ability (including references) and project specific questions, will then be shortlisted against each lot they have bid for and taken through to the tender stage. At the selection (SQ) stage, providers will need to notify the council which lots they would like to tender for. Each lot will be shortlisted separately. At the Invitation to Tender (ITT) stage shortlisted providers will be required to submit a Quality Assessment Questionnaire.

This opportunity has been split into four lots. Whilst providers can bid for and be shortlisted against multiple lots, the Council has opted to limit the number of lots a provider can be awarded to a single lot, with the exception that lot 4 (the only single scheme) can be awarded to the same winning provider as lot 2 or lot 3. This will result in no provider delivering support at more than three schemes. However, to satisfy our best value duties the council has set a 60% quality threshold (please see section III.1.4. for further information).

The council is targeting to have awarded the contract on 20 December 2023 to allow for

service commencement on 1 March 2024. The contract will be let for an initial term of 3 years which may then run for a further 2 years in increments set by the Council to a total maximum term of 5 years, subject to performance and at the sole option of the Council.

The estimated total contract value across all 4 lots is IRO £430,000 pa, £2,150,000 over maximum 5-year contract term. The estimated per annum value of each lot is as follows;

Lot 1 - Bresler House (56 properties) and Arthur Dann Court (50 properties) - Estimated value per annum £123,135

Lot 2 - St Johns Court (44 Properties) and John Marshall Court (49 Properties) - Estimated value per annum £121,738

Lot 3 - Nicholson Gardens (41 Properties) and Ian Gibson Court (45 Properties) - Estimated value per annum £124,066

Lot 4 - Hale Court (80 Properties) - Estimated value per annum £62,265

The total contract value across all four lots is expected to remain in the region of £430,000 per annum for the term of the contract, however it may increase or decrease throughout the contract term subject to any known or unknown changes to service demand, budget allocation, variation of services, or addition of further associated services in order to meet changes in demand or the service delivery.

The procurement process will be undertaken in line with the following programme:

- Issue FTS Contract Notice - 21 July 2023
- Issue Call for Competition and Supplier Questionnaire (SQ) - 21 July 2023
- SQ Return Deadline - 25 August 2023 at midday
- Shortlisted suppliers notified - 11 September 2023
- Issue Invitation to Tender (ITT) - 29 September 2023
- ITT return deadline - 3 November 2023 at midday
- Standstill period - 9 December - 19 December
- Contract Award - 20 December 2023
- Service Commencement - 1 March 2024

Application is via completed SQ and tender submission by the deadlines stated above via the Council's e-sourcing system InTend which will be used to administrate the procurement process, the system can be accessed free of charge via the web link below:

<https://in-tendhost.co.uk/portsmouthcc.aspx/home>

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

Lot 1 - Bresler House (56 properties) and Arthur Dann Court (50 properties)

Lot No

1

II.2.2) Additional CPV code(s)

- 85144100 - Residential nursing care services
- 85312100 - Daycare services

II.2.3) Place of performance

NUTS codes

- UKJ31 - Portsmouth

II.2.4) Description of the procurement

Providers will be required to deliver a robust, high quality and competitively priced sleep-in cover for 7 Category 2.5 Sheltered Housing Schemes which form part of Portsmouth City Council's Sheltered Housing offer.

The purpose of the service is to provide a consistent and prompt on site response to service users who call for assistance from their home (or elsewhere within the scheme) during the hours of 21:45 and 07:15, 7 days a week, 365 days a year. The service is primarily a sleep-in service with the provider responding as required.

In addition to responding to the individual needs of Service Users, there is also the

requirement for the provide to adhere to Portsmouth City Council's policies and procedures, including fire safety, lone working and escalation policies.

The tasks to be undertaken by the service provider are listed below, this list is neither exhaustive nor needed in all cases. Further detail regarding the duties and responsibilities are available within the detailed service specification issued as part of the tender.

On Site Service Provision, the provider is required to provide a sleep-in service, which remains on site from 21:45 - 07:15.

Responding to calls for assistance, from residents whether this be a "no speech" call or a direct request for assistance. The response needed and action required will be dependent upon the situation at hand and will in most instances require staff to visit the Service User in their home.

Medical assistance and personal care, to be provided to residents where needed, personal care is a infrequent and often related to brief periods of ill health or whilst awaiting an emergency care package.

Fire/Building Safety, the provider will be responsible for adhering to Portsmouth City Council's policies and processes regarding Fire Safety of the building, including responding to any Fire Alarm activations, reporting emergency repairs etc.

Liaising with professionals, including PCC's Out of Hours Teams, Senior Management and our Alarm Receiving Centre.

II.2.6) Estimated value

Value excluding VAT: £615,675

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

Duration in months

60

II.2.14) Additional information

The highest scoring bidder for each lot will be awarded the contract, unless they have been successful in another lot with a higher preference, in which case the next placed bidder will be awarded.

However, should the next placed bidder not meet the 60% quality threshold then the council reserves the right to award the lot to the highest scoring provider whose bid has

already been set aside due having been successfully awarded another lot with a higher preference. This will enable the award of multiple lots where the quality threshold cannot be met.

II.2) Description

II.2.1) Title

Lot 2 - St Johns Court (44 Properties) and John Marshall Court (49 Properties)

Lot No

2

II.2.2) Additional CPV code(s)

- 85144100 - Residential nursing care services
- 85312100 - Daycare services

II.2.3) Place of performance

NUTS codes

- UKJ31 - Portsmouth

II.2.4) Description of the procurement

Providers will be required to deliver a robust, high quality and competitively priced sleep-in cover for 7 Category 2.5 Sheltered Housing Schemes which form part of Portsmouth City Council's Sheltered Housing offer.

The purpose of the service is to provide a consistent and prompt on site response to service users who call for assistance from their home (or elsewhere within the scheme) during the hours of 21:45 and 07:15, 7 days a week, 365 days a year. The service is primarily a sleep-in service with the provider responding as required.

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On Site Service Provision, the provider is required to provide a sleep-in service, which

remains on site from 21:45 - 07:15.

Responding to calls for assistance, from residents whether this be a "no speech" call or a direct request for assistance. The response needed and action required will be dependent upon the situation at hand and will in most instances require staff to visit the Service User in their home.

Medical assistance and personal care, to be provided to residents where needed, personal care is a infrequent and often related to brief periods of ill health or whilst awaiting an emergency care package.

Fire/Building Safety, the provider will be responsible for adhering to Portsmouth City Council's policies and processes regarding Fire Safety of the building, including responding to any Fire Alarm activations, reporting emergency repairs etc.

Liaising with professionals, including PCC's Out of Hours Teams, Senior Management and our Alarm Receiving Centre.

II.2.6) Estimated value

Value excluding VAT: £608,690

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

Duration in months

60

II.2.14) Additional information

The highest scoring bidder for each lot will be awarded the contract, unless they have been successful in another lot with a higher preference, in which case the next placed bidder will be awarded.

However, should the next placed bidder not meet the 60% quality threshold then the council reserves the right to award the lot to the highest scoring provider whose bid has already been set aside due having been successfully awarded another lot with a higher preference. This will enable the award of multiple lots where the quality threshold cannot be met.

II.2) Description

II.2.1) Title

Lot 3 - Nicholson Gardens (41 Properties) and Ian Gibson Court (45 Properties)

Lot No

3

II.2.2) Additional CPV code(s)

- 85144100 - Residential nursing care services
- 85312100 - Daycare services

II.2.3) Place of performance

NUTS codes

- UKJ31 - Portsmouth

II.2.4) Description of the procurement

Providers will be required to deliver a robust, high quality and competitively priced sleep-in cover for 7 Category 2.5 Sheltered Housing Schemes which form part of Portsmouth City Council's Sheltered Housing offer.

The purpose of the service is to provide a consistent and prompt on site response to service users who call for assistance from their home (or elsewhere within the scheme) during the hours of 21:45 and 07:15, 7 days a week, 365 days a year. The service is primarily a sleep-in service with the provider responding as required.

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Medical assistance and personal care, to be provided to residents where needed, personal care is a infrequent and often related to brief periods of ill health or whilst awaiting an emergency care package.

Fire/Building Safety, the provider will be responsible for adhering to Portsmouth City Council's policies and processes regarding Fire Safety of the building, including responding to any Fire Alarm activations, reporting emergency repairs etc.

Liaising with professionals, including PCC's Out of Hours Teams, Senior Management and our Alarm Receiving Centre.

II.2.6) Estimated value

Value excluding VAT: £620,330

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

Duration in months

60

II.2.14) Additional information

The highest scoring bidder for each lot will be awarded the contract, unless they have been successful in another lot with a higher preference, in which case the next placed bidder will be awarded.

However, should the next placed bidder not meet the 60% quality threshold then the council reserves the right to award the lot to the highest scoring provider whose bid has already been set aside due having been successfully awarded another lot with a higher preference. This will enable the award of multiple lots where the quality threshold cannot be met.

II.2) Description

II.2.1) Title

Lot 4 - Hale Court (80 Properties)

Lot No

4

II.2.2) Additional CPV code(s)

- 85144100 - Residential nursing care services
- 85312100 - Daycare services

II.2.3) Place of performance

NUTS codes

- UKJ31 - Portsmouth

II.2.4) Description of the procurement

Providers will be required to deliver a robust, high quality and competitively priced sleep-in cover for 7 Category 2.5 Sheltered Housing Schemes which form part of Portsmouth City Council's Sheltered Housing offer.

The purpose of the service is to provide a consistent and prompt on site response to service users who call for assistance from their home (or elsewhere within the scheme) during the hours of 21:45 and 07:15, 7 days a week, 365 days a year. The service is primarily a sleep-in service with the provider responding as required.

In addition to responding to the individual needs of Service Users, there is also the requirement for the provide to adhere to Portsmouth City Council's policies and procedures, including fire safety, lone working and escalation policies.

The tasks to be undertaken by the service provider are listed below, this list is neither exhaustive nor needed in all cases. Further detail regarding the duties and responsibilities are available within the detailed service specification issued as part of the tender.

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Fire/Building Safety, the provider will be responsible for adhering to Portsmouth City Council's policies and processes regarding Fire Safety of the building, including responding to any Fire Alarm activations, reporting emergency repairs etc.

Liaising with professionals, including PCC's Out of Hours Teams, Senior Management and our Alarm Receiving Centre.

II.2.6) Estimated value

Value excluding VAT: £311,325

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

Duration in months

60

II.2.14) Additional information

The highest scoring bidder for each lot will be awarded the contract, unless they have been successful in another lot with a higher preference, in which case the next placed bidder will be awarded.

However, should the next placed bidder not meet the 60% quality threshold then the council reserves the right to award the lot to the highest scoring provider whose bid has already been set aside due having been successfully awarded another lot with a higher preference. This will enable the award of multiple lots where the quality threshold cannot be met.

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

The service will be procured via a two-stage procurement process. The first stage is the Call for Competition (CFC) which will require interested providers to respond to a Standard Selection Questionnaire (SQ).

Following evaluation of the completed SQs, all those candidates that have met the minimum requirements and have scored over 60% on their technical and professional ability (including references) and project specific questions, will then be shortlisted against each lot they have bid for and taken through to the tender stage.

At the selection (SQ) stage, providers will need to notify the council which lots they would like to tender for. Each lot will be shortlisted separately.

At the Invitation to Tender (ITT) stage shortlisted providers will be required to submit a Quality Assessment Questionnaire.

This opportunity has been split into four lots. Whilst providers can bid for and be shortlisted against multiple lots, the Council has opted to limit the number of lots a provider can be awarded to a single lot, with the exception that lot 4 (the only single scheme) can be awarded to the same winning provider as lot 2 or lot 3. This will result in no provider delivering support at more than three schemes. However, to satisfy our best value duties the council has set a 60% quality threshold.

At the tender stage each lot will be evaluated separately, and providers bidding for multiple lots will need to give details of their lot preferences in the event that they are the highest ranked provider across more than one lot.

The highest scoring bidder for each lot will be awarded the contract, unless they have been successful in another lot with a higher preference, in which case the next placed bidder will be awarded.

However, in this scenario, should the next placed bidder not meet the 60% quality threshold then the council reserves the right to award the lot to the highest scoring provider whose has already been set aside due having been successfully awarded another lot with a higher preference. This will enable the award of multiple lots where the quality threshold cannot be met.

Section IV. Procedure

IV.2) Administrative information

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

Date

25 August 2023

Local time

12:00pm

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

English

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