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Tender

Dementia Community Memory Support Services

London Borough of Newham

F02: Contract notice

Notice identifier: 2021/S 000-021782

Procurement identifier (OCID): ocds-h6vhtk-02dc85

Published 2 September 2021, 5:15pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Newham

Newham Dockside, 1000 Dockside Road

London

E16 2QU

Email

eprocurement@onesource.co.uk

Country

United Kingdom

NUTS code

UKI41 - Hackney and Newham

Internet address(es)

Main address

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

I.3) Communication

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

<https://elyq.fa.em3.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000002089195>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://elyq.fa.em3.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000002089195>

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

Dementia Community Memory Support Services

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Newham are currently exploring the future provision of dementia community-based services that improves outcomes for people with dementia and their carers. The proposed new contract will be for the duration of 2 years (2+1) with a possible extension of 1 year starting from January 2022

The total value of the contract is £240,000 comprised of £80,000 per 12 month contract.

Our aim is to work with providers who can deliver the services and established outcomes as defined by our specification.

The Service provides advice and support to residents pre and post a Dementia diagnosis; and comprises four elements:

- Dementia Advisor (DA) - provision of one FTE who provides one-to-one, bespoke information, advice and support for residents pre and post diagnosis (including home visits) where needs are not complex enough to require intervention (or continued support) from ELFT's Memory Service;
- Memory Cafes - provision of bi-weekly cafés for residents to receive information and support in an informal, friendly environment. There is a natural throughput of new residents attending the cafés and others moving on to more appropriate forms of support as their Dementia progresses;
- Music for the Mind - provision of bi-weekly singing sessions to enable residents with Dementia and their families to express themselves and socialise with others in a supportive environment. The sessions incorporates activities that build on preserved memory for song and music (with research advising that these activities can support improvements in thinking and memory skills and boost mood in those with Dementia);
- Young Onset Dementia Activities (YODA) - provision of advice and wellbeing activities for residents with young onset Dementia.

II.1.5) Estimated total value

Value excluding VAT: £240,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKI41 - Hackney and Newham

II.2.4) Description of the procurement

The Contract shall commence on the 1st January 2022 and subject to satisfactory performance shall continue until the 31st December 2023 ("the Contract Period"). At the Council's discretion and subject to available funding the Contract Period may be extended by a further year, providing a total possible Contract Period until the 31st December 2024.

This an open procedure procurement. Bidders should be aware that regardless of their price, to be considered for award of this contract they must achieve a qualitative evaluation score of 3/5 for each quality question.

This procurement has the following weighting:

50% Quality

50% Commercial

In order to take part in the tender, providers should register on the e-procurement system Fusion -

<https://elyq.fa.em3.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000002089195>

The Provider will deliver four distinct services under a common banner of 'Newham Dementia Community Memory Support Services'.

1. Dementia Advisor

The Provider shall employ a full-time Dementia Advisor, who will be based within the Newham Diagnostic Memory Clinic (3 First Avenue, Plaistow, E13 9AP) run by East London Foundation Trust.

The Dementia Advisor shall be part of the Clinic's multi-disciplinary team - attending the weekly allocation meetings where they will receive post-diagnosis referrals of patients in the community presenting with complex but not clinical needs.

Referrals to the Dementia Advisor shall be made directly to the Provider, by way of a Referral Form.

Referrals can be self-referral or via other partners with consent.

Following receipt of a Referral Form, the Dementia Advisor shall contact the Customer within two (2) working days; and start supporting the Customer within ten (10) working days of receiving the referral.

The Dementia Advisor shall provide a minimum of 20 hours face-to-face customer contact per week including home visits. The Dementia Advisor will work in close partnership with referral partners and local services to:

i provide tailored, accessible, accurate information about Dementia from diagnosis onwards and support customers to make use of this information;

ii signpost and facilitate access to universal and specialist services to ensure customers have the care and support they need;

iii identify and respond to unknown and unmet information needs.

The Dementia Advisor shall aim to directly support 100 customers per annum.

2. Memory Cafes

Memory Cafés are an informal, friendly environment where individuals who are experiencing memory loss or have been newly diagnosed with dementia can go for advice and support; and are supported to connect, socialise, and build support networks with others on the same journey.

The Provider shall deliver, as a minimum, three half-days Memory Cafes per month (2 delivered as face-to-face and one additional session delivered virtually.)

The existing Cafes are being delivered from Canning Town, East Ham and Manor Park Community Neighbourhoods. The Council will work in partnership with the Provider to source appropriate venues for the Cafes.

The Provider shall operate the Cafes as 'drop-in' sessions - widely and regularly promoting them across the borough.

The Memory Café shall:

i provide an informal learning environment that delivers:

a. information about Dementia;

b. practical tips about coping with Dementia;

- c. social networking opportunities within the Café and outside the service.
- ii minimise or prevent social isolation particularly by reducing the stigma associated with Dementia;
- iii provide a forum for advice from Health and Social Care professionals;
- iv provide opportunities for wider community interaction through its activities and volunteering opportunities.

The Provider shall co-design the structure of the sessions with those who attend, to meet the Service Objectives, as per paragraph 4 of this Specification. This may include delivery via face-to-face or virtual sessions. Further details on the Memory Cafes can be found on the Memory Café website .

The Provider shall aim to support a total of 180 unique customers per annum.

Music for the Mind

Music for the Mind is an initiative based on use of singing to enable people with Dementia and their loved ones to express themselves and socialise with others in a supportive environment. The sessions incorporate activities that build on preserved memory for song and music. Even when many memories are hard to retrieve, music has proven to be especially easy to recall.

The Provider shall deliver, as a minimum, three Music for the Mind sessions per month (2 delivered face-to-face and two additional sessions delivered virtually with one session specifically for care homes residents).

The existing Music for the Mind sessions are being delivered from Plaistow and Stratford Community Neighbourhoods. The Council will work in partnership with the Provider to source appropriate venues for the Music for the Mind sessions.

The Provider shall operate Music for the Mind sessions as a 'drop-in' - widely and regularly promoting them across the borough.

The Music for the Mind sessions shall:

- i. be delivered by experienced volunteers who have knowledge of Dementia and of a wide range of cultures and their understanding of Dementia - to reduce language barriers and cultural stigma surrounding Dementia. The provider will provide the required training for volunteers (see section 6.2 for more information);
- ii. use a range of diverse music and songs to enable residents attending to express

themselves and socialise with others;

iii. provide an informal learning environment that delivers:

a. information about Dementia;

b. practical tips about coping with Dementia;

c. social networking opportunities within the Café and outside the service.

iv. minimise or prevent social isolation particularly by reducing the stigma associated with Dementia;

v. provide a forum for advice from Health and Social Care professionals;

vi. provide opportunities for wider community interaction through its activities and volunteering opportunities.

The Provider shall co-design the structure of the sessions with those who attend, to meet the Service Objectives, as per paragraph 4 of this Specification. This may include delivery via face-to-face or virtual sessions.

Young Onset Dementia Activities (YODA)

The Provider shall deliver, as a minimum, a Memory Café and or a Music for the Mind session specifically targeting those residents aged 64 and under with a diagnosis of Dementia and their loved ones delivered face-to-face and one additional session delivered virtually.

The existing services are being delivered from the 8 Community Neighbourhoods. The Council will work in partnership with the Provider to source appropriate venues for YODA sessions.

The Provider shall operate YODA sessions as a 'drop-in' - widely and regularly promoting them across the borough.

The Provider shall co-design the structure of the sessions with those who attend, to meet the Service Objectives, as per paragraph 4 of this Specification. This may include delivery via face-to-face or virtual sessions.

Raising Awareness

In addition to the four Service elements, the Provider shall work in partnership with its stakeholders, especially its customers, to plan and deliver a programme of awareness

raising sessions and celebration events across the borough including, but not limited to, Dementia Action Week and World Alzheimer's Month . The purpose of these events shall be to:

- i. raise awareness of Dementia and how it may impact individuals;
- ii. provide practical advice and support on how to live well with Dementia;
- iii. provide taster sessions of universal activities that residents with Dementia may find beneficial / of interest;
- iv. provide information about and referral to universal, specialist and targeted services that residents with Dementia may find beneficial (including to the Service);
- v. identify new residents not known to Health and / or the Service.

The Provider shall develop a basic evaluation sheet to be handed out to attendees after each session / event. The Provider shall analyse these and feedback the outcome and any action taken to improve the sessions / events to the Authorised Officer on a quarterly basis.

Coronavirus (Covid-19) Pandemic

The Provider shall ensure it adheres to Government advice and requirements when delivering the Service.

The Provider shall be able to deliver the Service regardless of pandemic restrictions - moving interchangeably between face-to-face sessions and telephone and virtual sessions as restrictions dictate and customer preference requires.

To facilitate this, the Provider shall deliver and develop a Digital Buddy function to encourage and support customers to attend virtual Memory Cafes, Music for the Mind and YODA sessions.

If government restrictions are introduced, the Provider shall increase the number of virtual sessions (as the face-to-face sessions cease) and their communication with customers - providing regular welfare checks (a minimum of once a week) and support / onward referral as required.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £240,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 January 2022

End date

31 December 2023

This contract is subject to renewal

Yes

Description of renewals

Subject to 1 year extension

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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

Date

30 September 2021

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

30 September 2021

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

London Borough of Newham

Newham Dockside, 1000 Dockside Road

London

E16 2QU

Country

United Kingdom