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Tender

## **County Durham Sensory Support for Adults who are Deaf/Deafened or Hearing Impaired**

Durham County Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2022/S 000-022139

Procurement identifier (OCID): ocids-h6vhtk-035af4

Published 11 August 2022, 12:13pm

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

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

Durham County Council

County Hall

DURHAM

DH15UQ

#### **Contact**

Donna Iley

#### **Email**

[donna.iley@durham.gov.uk](mailto:donna.iley@durham.gov.uk)

#### **Country**

United Kingdom

**Region code**

UKC14 - Durham CC

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.durham.gov.uk](http://www.durham.gov.uk)

Buyer's address

[www.nepo.org](http://www.nepo.org)

**I.3) Communication**

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

[www.nepo.org](http://www.nepo.org)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.nepo.org](http://www.nepo.org)

**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**

County Durham Sensory Support for Adults who are Deaf/Deafened or Hearing Impaired

Reference number

DN624878

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

- 85000000 - Health and social work services

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

Services

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

This contract is for a community-based support service which will be provided to people who live in County Durham and are deaf, deafened, hard of hearing or deafblind.

The contract has been divided into two lots:

Lot 1 - Information, Advice & Guidance Services and Floating Support for Adults who are Deaf/Deafened/Deaf/Blind

Lot 2 - Community Support Work for Adults with Acquired Severe Hearing Loss

The Council believes that the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) applies to this contract (both Lots).

Providers must only respond to the Lot to which they are interested in bidding for. Providers may bid for more than one Lot however the council is seeking a different provider for each Lot so a bid preference must be submitted

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

Value excluding VAT: £1,125,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 1

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Providers must only respond to the Lot to which they are interested in bidding for. Providers may bid for more than one Lot however the council is seeking a different provider for each Lot so a bid preference must be submitted i.e. if you bid for Lot 1 and Lot 2 and your preference is Lot 1 - 1st preference, Lot 2 - 2nd preference and you are ranked in first place for each Lot, you will be awarded the contract for Lot 1 and the 2nd ranked bidder for Lot 2 will be awarded the contract for Lot 2. However, should the council not receive a successful bid for each Lot, we may, using our discretion, to negotiate with the successful bidder to provide services on other Lot.

## **II.2) Description**

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

Information, Advice & Guidance Services and Floating Support for Adults who are Deaf/Deafened/Deaf/Blind

Lot No

1

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

- 85000000 - Health and social work services

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

NUTS codes

- UKC14 - Durham CC

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

A community-based support service will be provided to people who live in County Durham and are deaf, deafened, hard of hearing or deaf blind.

The service must be delivered county-wide and be easily accessible and responsive to service users' needs. It will need a dedicated presence in the County and will need to make links with partner organisations in order to identify appropriate referrals.

The Provider will support people who are:

- Hearing impaired
- Deafened
- Pre-lingual Deaf with Speech
- Pre-lingual Deaf without Speech
- Deafblind

The Provider will operate Information, Advice and Guidance (IAG) drop in's or hubs to deliver a wide range of independent living support including, but not limited to:

- Housing related support
- Health and wellbeing support
- Welfare Rights assistance
- Education, Training and Employment support.
- Accessing the community and promoting social inclusion.
- Personal admin and correspondence
- Advocacy

The service will be delivered by Support Workers who themselves communicate using British Sign Language (BSL) or have been trained and are highly skilled in BSL. Support Workers must be also have the necessary communication skills to support clients who are deafblind.

One to One floating support is to be delivered to a small number of individuals who are unable to access IAG hubs or drop-in sessions due to physical disabilities, mobility, or mental health issues. Personal circumstances should be considered with flexibility given where appropriate.

This support is to enable service users to remain independent in their own homes and individual.

This procurement is issued under an Open Tender process in line with Public Contracts Regulation 2015, under Regulation 74 of the Public Contracts Regulations 2015 for contracts for social and other specific services (Light Touch Regime).

Access to the tender documents are available free of charge at [www.nepo.org](http://www.nepo.org) utilising reference number DN624878

### **II.2.6) Estimated value**

Value excluding VAT: £600,000

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

Duration in months

36

### **II.2.14) Additional information**

The expected start date for the proposed contract is 1st November 2022.

The expected end date for the proposed contract is 31st October 2025.

The proposed contract is to be let with an option to extend for a further two periods of 12 months from the actual end date subject to funding and Commissioner approval.

## **II.2) Description**

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

Community Support Work for Adults with Acquired Severe Hearing Loss

Lot No

2

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

- 85000000 - Health and social work services

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

NUTS codes

- UKC14 - Durham CC

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

A community-based support service will be provided to people who live in County Durham and Darlington and are deaf, deafened, hard of hearing or deaf blind.

The service will target adults who have acquired severe hearing loss and are experiencing difficulty coping with this life changing situation.

The service must be delivered county-wide and be easily accessible and responsive to service users' needs. It will need a dedicated presence in the County and will need to make links with partner organisations in order to identify appropriate referrals.

The Provider will support people who are:

- Hearing impaired
- Deafened
- Pre-lingual Deaf with Speech
- Deafblind

The Provider will develop a preventative network of support by establishing and maintaining local community groups throughout County Durham and Darlington and assist those groups to become self-sufficient. A variety of community groups will be available to service users.

The Provider will also deliver a wide range of independent living support including, but not limited to:

- Housing related support
- Health and wellbeing support
- Welfare Rights assistance
- Education, Training and Employment support.
- Accessing the community and promoting social inclusion.

- Personal admin and correspondence

- Advocacy

The service will be delivered by Support Workers who have specialisms or experience of working with people who have a hearing loss. Support Workers must have the necessary communication skills to support clients who are deafblind.

One to One floating support is to be delivered to a small number of individuals who are unable to access community groups due to physical disabilities, mobility, or mental health issues. Personal circumstances should be considered with flexibility given where appropriate.

This support is to enable service users to remain independent in their own homes and individual.

This procurement is issued under an Open Tender process in line with Public Contracts Regulation 2015, under Regulation 74 of the Public Contracts Regulations 2015 for contracts for social and other specific services (Light Touch Regime).

Access to the tender documents are available free of charge at [www.nepo.org](http://www.nepo.org) utilising reference number DN624878

### **II.2.6) Estimated value**

Value excluding VAT: £510,000

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

Duration in months

36

### **II.2.14) Additional information**

The expected start date for the proposed contract is 1st November 2022.

The expected end date for the proposed contract is 31st October 2025.

The proposed contract is to be let with an option to extend for a further two periods of 12 months from the actual end date subject to funding and Commissioner approval.



## **Section IV. Procedure**

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

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

Open procedure

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

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

Date

9 September 2022

Local time

12:00pm

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

English