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Tender

Home Care Support Framework (Flexible Framework)

Bracknell Forest Borough Council

F21: Social and other specific services – public contracts

Prior information notice with call for competition

Notice identifier: 2021/S 000-022662

Procurement identifier (OCID): ocids-h6vhtk-02dff5

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Section I: Contracting authority

I.1) Name and addresses

Bracknell Forest Borough Council

Time Square, Market Street

Bracknell

RG12 1JD

Contact

Mr Kevin Ayers

Email

Procurement.team@Bracknell-Forest.gov.uk

Telephone

+44 1344351471

Country

United Kingdom

NUTS code

UKJ11 - Berkshire

Internet address(es)

Main address

<http://www.bracknell-forest.gov.uk>

Buyer's address

<http://www.bracknell-forest.gov.uk>

I.3) Communication

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

<https://sebp.due-north.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://sebp.due-north.com>

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

Home Care Support Framework (Flexible Framework)

Reference number

DN568692

II.1.2) Main CPV code

- 85310000 - Social work services

II.1.3) Type of contract

Services

II.1.4) Short description

This procurement exercise is to establish a Home Care Support Framework in accordance with Regulations 74-76 of the Public Contracts Regulations 2015 for the purchase of home care services to allow the right care to be delivered to residents which is efficient, sustainable, cost effective.

Home Care will support people to achieve the best possible quality of life, in terms of their personal aspirations, choices and abilities, that enables them to live independently and safely within their own home for as long as practicable.

This is a Flexible Framework which allows for New Entrants to be admitted, as providers, after it has been established in accordance with the terms of the Flexible Framework.

The value provided in II.1.5 is an ESTIMATE only.

The framework will be a 3 year term with option to extend by 3 x 1 year increments (3 +1+1+1)

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ11 - Berkshire

II.2.4) Description of the procurement

Bracknell Forest Council is seeking to establish a Home Care Framework.

The Council is inviting applicants to join the Framework for the provision of home care services. The Framework will be used by the Council as a means to advertise, tender and award 'call-off agreements' for services that have common characteristics e.g. packages of care.

The service is intended to support individuals aged 18+ who live within Bracknell Forest and meet the eligibility threshold for care and support as set out in the Care and Support (Eligibility Criteria) Regulations 2014 for the Care Act 2014. Individuals will have a range of care needs, including complex and challenging behaviours.

The service includes activities such as personal care, discharge to assess and supports the reablement of individuals following hospital admission. Although provision is for 18+ this specific service is primarily and foremost a regulated activity for the 65+, delivered by CQC registered providers.

Support to individuals with Learning Disabilities (referred to as 'Supported Living' in Bracknell Forest), is provided through a set of separate market arrangements and so is not in scope for this tender.

The Council is making use of the allowances of the Light Touch Regime of the Public Contracts Regulations 2015 which are specific rules for certain services (including social care), allowing for the procurement procedures to be run in a way that does not conform to standard procedures so long as the principles of transparency and equal treatment are maintained.

The procurement is a 3 stage process:

- 1) Compliance with the Minimum Entry Criteria (see below)
- 2) Completion of Parts 1 and 2 of the Selection Questionnaire - Supplier Information and Exclusion Grounds
- 3) Completion of Part 3 of the Selection Questionnaire – Technical and Professional Ability and Technical Questions

Evaluation:

Stage 1 - Compliance with the Minimum Entry Criteria. Bidders must pass

Stage 2 - Bidders must 'Pass' all the requirements set out in Part 1 and Part 2 of the Selection Questionnaire.

Stage 3 – Part 3 of the Selection Questionnaire Technical and Professional Ability and Technical Questions. This section will be evaluated by a panel.

The Council will not consider any applications from bidders who do not meet the requirements detailed above.

The Council may, at its discretion, reopen the Framework at any time through the term of the contract and advertise that a subsequent evaluation for new providers will be undertaken. This will generally be in the following circumstances:

- The Framework has failed to meet the minimum 95% of packages for a 2 month period
- There is a specific need in the market not being met

Alternatively, the Council reserves the right to grant tenderers who have not been successful in joining the initial list of pre-qualified providers "Reserve Provider" status. Reserve Providers, if the Council decides to appoint any at all, shall be appointed in order of their scoring, having not been selected as initial providers to be appointed to the Framework and recognised as a Reserve Provider within the letter notifying the tenderer of the result of the procurement. Classification of a tenderer as a Reserve Provider shall not create any obligation or expectation that the Council will appoint the tenderer to the Framework at a later date.

The Council is under no obligation to designate any tenderer as a Reserve Provider and shall retain complete discretion as to whether to reopen the Framework or to appoint, none, one or multiple Reserve Providers to the Framework. A tenderer's Reserve Provider status shall automatically lapse following the period of one year from the commencement date of the Framework and a tenderer who has been given Reserve Provider status shall not be under any obligation to agree to join the list of pre-qualified bidders if so requested by the Council (however by accepting shall be deemed to be legally bound by their original tender).

II.2.6) Estimated value

Value excluding VAT: £25,000,000

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

Duration in months

72

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.2.14) Additional information

The Framework duration will be for a maximum term of 6 years, covering an initial period of 3 years plus 3 optional extensions, each of 1+1+1, or multiples thereof.

Economic operators may be excluded from this process if they are in any of the situations referred to in Regulation 57 of the Public Contracts Regulations 2015 relevant to this procurement.

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

Home Care services are a social service as defined in Schedule 3 of the Public Contracts Regulations 2015 (“the Regulations”) and the Home Care Framework which is the subject of this notice shall be established in accordance with Regulations 74-76 of the Regulations. Any application of or reference to other Regulations unless clearly identified is not to be implied and should not be construed as applying any of the other Regulations to the procurement exercise or resulting Home Care Framework or bringing any of them into force.

It is a material condition of this Home Care Framework that throughout its Duration, the Provider will hold and maintain the necessary Registration with the Care Quality Commission.

In order to bid for the Framework providers are required to meet the following Minimum Entry Criteria:

Acceptance of the Fixed Price of £19.40 per hour. Please see Appendix 4 Fixed Price Schedule for specific conditions.

Acceptance of the Conditions of the Framework

Acceptance of the Specification

Confirmation that the office the service will be provided from:

- Has a CQC rating of ‘good’ or ‘excellent’*
- Is registered for personal care
- Is within 45 minute drive (as determined by AA Route Planner) from the Council’s main office, Time Square RG12 1JD
- Confirmation that by the commencement of the Framework your organisation will have implemented an electronic call monitoring system (ETMS)
- Confirmation that by the commencement of the Framework your organisation will have in place the following insurance cover, and will provide copies upon request by the council:

- Employers Liability £5M
- Public Liability £10M
- Professional Indemnity £1M
- Crime Protector insurance £1M

*In the event that bidders, at any stage of the process before the conclusion of the contract are subject to a CQC inspection and they no longer meet this criteria, the bidder MUST notify the Council at the earliest opportunity, but within 48 hours of being notified by CQC of the new rating. In such circumstances, regardless of whether or not the bidder has taken steps to notify the Council as required to do so, bidders will be eliminated from consideration to join the Framework.

Refer to the procurement documents for additional information.

The Council is looking to enter into a framework agreement with a maximum of 12 pre-qualified providers, however this is an indicative number only and the Council shall retain the discretion to increase the number of pre-qualified providers to appoint to the Framework.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

For full details of the contract conditions, please see the applicable procurement documents attached to this contract notice. Tenderers should note there is no guarantee of any business, use, level of use or continuity of business through the Home Care Framework. The Council will use the call off options described in the procurement documents to arrange care packages

The Council is seeking to establish a Framework which uses the Light Touch Regime allowances of the Public Contracts Regulations 2015 for the provision of Home Care. The Framework will be used to procure Home Care services to allow the right care to be delivered to residents

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.1.11) Main features of the award procedure

Commercial – Agreement to Fixed price

Quality – As this is a fixed price framework the evaluation is based on 100% quality.

Please refer to the Information and Instructions to Tenderers for full details of the tender evaluation methodology.

The procurement involves the establishment of a flexible framework agreement

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2017/S 182-373402](#)

IV.2.2) Time limit for receipt of expressions of interest

Date

8 October 2021

Local time

12:00pm

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

English

Section VI. Complementary information

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Economic and Financial Standing - The authority will seek more information from independent credit reference agencies as part of the evaluation and reserves the right to undertake credit checks at each stage of the procurement process and after contract award.

Minimum Insurance Requirements – As Above

This Flexible Framework is designed for the provision of Care and Support Services delivered and regulated within England. Care and Support Services must operate in accordance with applicable law and guidance.

Organisations must register their interest on the South East Business Portal <https://sebp.due-north.com> in order to receive any changes or notifications issued by the Council during this tender process. The Council will not be held responsible for lack of communication to any organisation which does not register their interest.

Clarification questions must be sent via messaging on the South East Business Portal site.

The Council reserves the right not to award the contract in whole or in part, to cancel or amend the tender process and does not bind itself to accept any tender. The Council shall not be liable under any circumstances for any costs, charges or expenses incurred by any bidder or prospective bidder in responding to this notice or in taking part in this procurement process.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

VI.4) Procedures for review

VI.4.1) Review body

The high court

Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As governed by the law of England and Wales