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Tender

## **HAC5815 Extra Care Supported Housing**

Tower Hamlets

F02: Contract notice

Notice identifier: 2023/S 000-023762

Procurement identifier (OCID): ocids-h6vhtk-03ef9e

Published 14 August 2023, 4:05pm

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

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

Tower Hamlets

Town Hall 160 Whitechapel Road

London

E11BJ

#### **Contact**

Mr Michael Glasspool

#### **Email**

[michael.glasspool@towerhamlets.gov.uk](mailto:michael.glasspool@towerhamlets.gov.uk)

#### **Telephone**

+44 2073645000

#### **Country**

United Kingdom

**Region code**

UK14 - Inner London – East

**Internet address(es)**

Main address

<http://www.towerhamlets.gov.uk>

Buyer's address

<http://www.towerhamlets.gov.uk>

**I.3) Communication**

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

<https://procontract.due-north.com/Advert/Index?advertId=4fe53759-9c3a-ee11-8124-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=4fe53759-9c3a-ee11-8124-005056b64545>

**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**

HAC5815 Extra Care Supported Housing

Reference number

DN679299

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

- 85300000 - Social work and related services

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

Services

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

This contract is for the provision of six extra care schemes which provide 214 units of accommodation for people in need of care and support. All referrals to the service are via Adult Social Care (ASC) who undertake an assessment to establish the person needs both accommodation and care and that they can sign and maintain a tenancy. This service is therefore, aligned to the Care Act 2014 provisions and statutory requirements.

The six schemes are staffed 24 hours a day, seven days per week, the larger schemes having two waking night staff to ensure the seamless provision of care, the staff on site. As such, all bidders are required to be registered with the CQC as a community care provider. The staff provide a range of support inclusive of personal and domiciliary care and there is a premium included within the contract value for the provision of activities to reduce social isolation and promote health and wellbeing.

The aim of the service is to assist and enable service users, who need significant levels of support to remain living in the community for as long as practically possible. The service aims to increase independence, choice and control and reduce the use of more institutional forms of care.

As well as improving outcomes and the quality of life for service users, the preventive nature of this service helps to reduce pressure on other services and reduces the need for more costly interventions.

The schemes were initially developed to meet the needs of the older population, the

criteria for access have since been broadened to include all people assessed as needing the minimum or core level of support. This has meant that the profile of residents has and will continue to change over time. Initial analysis suggests that the schemes are not just supporting people under as well as over 55 years of age, but that their needs are more complex, the average number of support hours per week increasing from eight to thirteen hours per week during the term of the contract..

The core service approach allows the directorate to commission a given number of hours every week from the on-site care support provider, in order to guarantee the viability of the on-site service, enabling residents to either top up the on-site service from their own personal budgets, or to purchase the rest of their care and support service from off-site providers, as they choose.

The schemes also contribute to the boroughs work to reduce delayed transfers of care by providing 4 units of stepdown accommodation which can be accessed 'on the day', as well as being fundamental to the ASC safe place procedure, demonstrating the strategic need and value of the provision.

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

This contract is divided into lots: No

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

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

NUTS codes

- UK - United Kingdom

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

There are 6 extra care schemes dispersed across the borough comprising 214 units of accommodation in total, all service users being issued and signing up to an assured shorthold tenancy. The provider is expected to deliver one care, support and housing related support service across the six schemes. The key focus of the service is to enable people who need significant levels of support to remain living in their home for as long as possible thus preventing the need for more institutional forms of care and enabling increased choice and control.

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

Quality criterion - Name: Quality / Weighting: 50%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 40%

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

Start date

1 April 2024

End date

31 March 2031

This contract is subject to renewal

Yes

Description of renewals

This contract is for a 3 year contract term , with two equal extension periods of 24 month periods bring the contract to a total period of 84 months.

**II.2.10) Information about variants**

Variants will be accepted: No

**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

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## **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

21 August 2023

Local time

12:00pm

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

14 September 2023

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

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

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

The Royal Courts of Justice

The Stand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

Internet address

<http://www.towerhamlets.gov.uk>

#### **VI.4.2) Body responsible for mediation procedures**

Tower Hamlets Procurement

Town Hall, 160 White Chapel Road

London

E1 1BJ

Country

United Kingdom

