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Tender

Locality and Intensive Family Support Services

Glasgow City Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2023/S 000-026560

Procurement identifier (OCID): ocids-h6vhtk-03cf75

Published 8 September 2023, 8:42am

The closing date and time has been changed to:

23 October 2023, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Glasgow City Council

40 John St, City Chambers

Glasgow

G2 1DU

Email

Denise.Williamson@glasgow.gov.uk

Telephone

+44 1412872000

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

www.glasgow.gov.uk

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00196

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

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

Locality and Intensive Family Support Services

Reference number

GCC005879SW

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Providers of the Locality and Intensive Family Support Services will support the aims and objectives of the Services by:

- Providing holistic, nurturing and relationship-based family support, where every child and young person is supported to achieve their full potential by adopting a strengths-based and rights-enabling approach that focuses on individual and family assets.
- Supporting meaningful partnership working and collaborative problem solving by seeing families as experts in their own lives.
- Listening to what families are saying, what they say they need and how they want to achieve it, and work in partnership with them to identify supports and solutions that can help.
- Working with children, young people, their parents, brothers and sisters, and wider family members as appropriate, to provide practical and emotional support. This will include tailored intervention with holistic, wraparound scaffolding and provision of timely, responsive, and flexible supports to meet the individual needs of the whole family.
- Committing to tackling financial exclusion and viewing families' pressures and stressors through a poverty and trauma-informed lens, contributing to reducing social inequalities and helping families to connect with supports within their neighbourhoods.

- Building on individual and family community networks, supporting long-term resilience and meaningful change to improve wellbeing and deliver positive, lasting outcomes for families that will allow them to confidently move on from the service.
- Being empathic and enabling, by asking, 'What will it take to keep this family together?' and 'What can I do to support this family today?'
- Providing support to every child, young person, and family to help them contribute positively to their communities throughout their lives.
- Continuing to develop the service collaboratively with stakeholders and in particular by embedding the successful elements of the current service into a model of practice.

This framework contract is expected to run for four (4) years, commencing 28/06/2024 and ending on 27/06/2028. The council will have an option to extend the contract for a period of two (2) years and then also a further one (1) year, up to 27/06/2031. Extensions will be exercised by the Council serving notice to extend on the Bidder in accordance with the Council's Terms and Conditions. The Contract Value is estimated for the maximum contract period, including extensions, of up to 7 years.

Bidders can bid for 1 lot, multiple lots or all lots.

II.1.5) Estimated total value

Value excluding VAT: £50,042,440

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

Locality Family Support Services North West Glasgow

Lot No

1

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

UK, Glasgow North West

II.2.4) Description of the procurement

Locality Family Support Service will support families with children from pre-birth up to their 12th birthday.

To assist the GCHSCP to deliver the Locality Family Support Services, the Provider will work with the GCHSCP and will:

- Provide early, effective support and intervention to families within a community setting, with holistic, wraparound provision.
- Support children and young people to remain at home, with their families and within their community, delivering support via strengths-based assessments and interventions.
- Work in partnership with all professionals and agencies involved with families to deliver flexible support services at the right time for families to help them achieve their goals and flourish.
- Play a key role in Glasgow's response to delivering an environment where every child and young person will be supported to achieve their full potential, and to contribute positively to their communities throughout their lives.
- Help prevent needs escalating and reduce the need for statutory interventions, including admissions into Local Authority care, by providing a timely, responsive, and flexible support service to children, young people, and families.
- Create a culture where those involved in a child or young person's life respect, uphold and champion the rights of children and young people, as required within the UNCRC and supported in the findings of the Independent Care Review.
- Develop and strengthen relationships with children, young people, and families.
- Seek the views of the children, young people, and families in all aspects of their care,

health, and wellbeing; ensuring these are heard, shared, and acknowledged by all those involved in their lives.

- Create and support opportunities for children, young people, and families to participate in their community and to engage in experiences that meet their needs and help to develop their interests.
- Provide advice to families, and / or signposting to sources of information and advice when required.
- Support families to access financial and practical supports they are entitled to, and advocating on their behalf during any application processes, where necessary.

II.2.6) Estimated value

Value excluding VAT: £7,023,254

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

Duration in months

84

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

Two providers will be awarded to this lot further information in the tender documents.

II.2) Description

II.2.1) Title

Intensive Family Support Service Glasgow Citywide

Lot No

4

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

UK, Glasgow Citywide

II.2.4) Description of the procurement

The Intensive Family Support Service is citywide and supports families with young people from age 12 up until their 18th birthday.

To assist the GCHSCP to deliver the Intensive Family Support Services, the Provider will work with the GCHSCP and will:

- Provide early, effective support and intervention to families within a community setting, with holistic, wraparound provision.
- Support children and young people to remain at home, with their families and within their community, delivering support via strengths-based assessments and interventions.
- Work in partnership with all professionals and agencies involved with families to deliver flexible support services at the right time for families to help them achieve their goals and flourish.
- Play a key role in Glasgow's response to delivering an environment where every child and young person will be supported to achieve their full potential, and to contribute positively to their communities throughout their lives.
- Help prevent needs escalating and reduce the need for statutory interventions, including admissions into Local Authority care, by providing a timely, responsive, and flexible support service to children, young people, and families.
- Create a culture where those involved in a child or young person's life respect, uphold and champion the rights of children and young people, as required within the UNCRC and supported in the findings of the Independent Care Review.
- Develop and strengthen relationships with children, young people, and families.
- Seek the views of the children, young people, and families in all aspects of their care, health, and wellbeing; ensuring these are heard, shared, and acknowledged by all those involved in their lives.

- Create and support opportunities for children, young people, and families to participate in their community and to engage in experiences that meet their needs and help to develop their interests.
- Provide advice to families, and / or signposting to sources of information and advice when required.
- Support families to access financial and practical supports they are entitled to, and advocating on their behalf during any application processes, where necessary.

II.2.6) Estimated value

Value excluding VAT: £19,719,672

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

Duration in months

84

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

Four providers will be awarded to this lot- further information in the tender documents.

II.2) Description

II.2.1) Title

Locality Family Support Services North East Glasgow

Lot No

2

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

UK, Glasgow North East

II.2.4) Description of the procurement

Locality Family Support Service will support families with children from pre-birth up to their 12th birthday.

To assist the GCHSCP to deliver the Locality Family Support Services, the Provider will work with the GCHSCP and will:

- Provide early, effective support and intervention to families within a community setting, with holistic, wraparound provision.
- Support children and young people to remain at home, with their families and within their community, delivering support via strengths-based assessments and interventions.
- Work in partnership with all professionals and agencies involved with families to deliver flexible support services at the right time for families to help them achieve their goals and flourish.
- Play a key role in Glasgow's response to delivering an environment where every child and young person will be supported to achieve their full potential, and to contribute positively to their communities throughout their lives.
- Help prevent needs escalating and reduce the need for statutory interventions, including admissions into Local Authority care, by providing a timely, responsive, and flexible support service to children, young people, and families.
- Create a culture where those involved in a child or young person's life respect, uphold and champion the rights of children and young people, as required within the UNCRC and supported in the findings of the Independent Care Review.
- Develop and strengthen relationships with children, young people, and families.
- Seek the views of the children, young people, and families in all aspects of their care, health, and wellbeing; ensuring these are heard, shared, and acknowledged by all those involved in their lives.
- Create and support opportunities for children, young people, and families to participate in their community and to engage in experiences that meet their needs and help to

develop their interests.

- Provide advice to families, and / or signposting to sources of information and advice when required.
- Support families to access financial and practical supports they are entitled to, and advocating on their behalf during any application processes, where necessary.

II.2.6) Estimated value

Value excluding VAT: £10,024,336

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

Duration in months

84

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

Two providers will be awarded to this lot - further information in the tender documents.

II.2) Description

II.2.1) Title

Locality Family Support Services South Glasgow

Lot No

3

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

UK, Glasgow South

II.2.4) Description of the procurement

Locality Family Support Service will support families with children from pre-birth up to their 12th birthday.

To assist the GCHSCP to deliver the Locality Family Support Services, the Provider will work with the GCHSCP and will:

- Provide early, effective support and intervention to families within a community setting, with holistic, wraparound provision.
- Support children and young people to remain at home, with their families and within their community, delivering support via strengths-based assessments and interventions.
- Work in partnership with all professionals and agencies involved with families to deliver flexible support services at the right time for families to help them achieve their goals and flourish.
- Play a key role in Glasgow's response to delivering an environment where every child and young person will be supported to achieve their full potential, and to contribute positively to their communities throughout their lives.
- Help prevent needs escalating and reduce the need for statutory interventions, including admissions into Local Authority care, by providing a timely, responsive, and flexible support service to children, young people, and families.
- Create a culture where those involved in a child or young person's life respect, uphold and champion the rights of children and young people, as required within the UNCRC and supported in the findings of the Independent Care Review.
- Develop and strengthen relationships with children, young people, and families.
- Seek the views of the children, young people, and families in all aspects of their care, health, and wellbeing; ensuring these are heard, shared, and acknowledged by all those involved in their lives.
- Create and support opportunities for children, young people, and families to participate in their community and to engage in experiences that meet their needs and help to develop their interests.

- Provide advice to families, and / or signposting to sources of information and advice when required.
- Support families to access financial and practical supports they are entitled to, and advocating on their behalf during any application processes, where necessary.

II.2.6) Estimated value

Value excluding VAT: £8,025,178

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

Duration in months

84

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

Two providers will be awarded to this lot- further information in the tender documents.

II.2) Description

II.2.1) Title

Additional Family Support Services

Lot No

5

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

UK, Glasgow

II.2.4) Description of the procurement

Lot 5 is new and there are no existing providers. Lot 5 is in place to allow for allocation of any additional funding made available during the lifetime of the contract, to contract for additional family support type services, and for additional capacity where this cannot be met in lots 1-4. Scope to be determined at time of call off.

Bidders at the technical evaluation stage for Lot 5 must achieve a minimum average score of 60% of the maximum unweighted score available across all the technical quality questions. Bidders who fail to meet this will be excluded.

At the end of Year 3, Lot 5 only, will be re-opened. This will allow new entrants and providers previously unsuccessful in being awarded to the Framework to bid to be added to Lot 5. Advance notice of the Framework re-opening will be given via Public Contracts Scotland, Prior Information Notice 8 weeks in advance of the anticipated re-opening dates.

II.2.6) Estimated value

Value excluding VAT: £5,250,000

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

Duration in months

84

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

Call offs are dependent on extra funding being made available throughout the period of the framework. No limit to the number of providers awarded to this lot

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

Economic operators may be excluded from this competition if there are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.
Technical & Professional Ability

Bidders are required to provide evidence of having the necessary capability to deliver the requirement described in tender documents. These are Pass/fail. Bidders must

- Confirm a minimum of two years' experience, within the last three years' of delivering social care services to children, young people and families.
- confirm staff delivering the service will comply with all SSSC registration requirements, where applicable.
- confirm staff delivering the service & working with children/young people & families will undergo and pass an enhanced PVG disclosure check prior to delivering support.
- confirm they will ensure staff working directly with children/young people & families hold a relevant qualification at, or equivalent to SCQF Level 7 or above or be working toward this.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

This information is contained within the tender documentation.

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.1.3) Information about a framework agreement

The procurement involves the establishment of a framework agreement

In the case of framework agreements, provide justification for any duration exceeding 4 years:

This services is part of a wider strategy for families in the city. A period in excess of 4 years is required to minimise disruption to family support services across the city. New providers will be able to access the framework in year 3 when it will be re-opened for Lot 5.

IV.1.10) Identification of the national rules applicable to the procedure

Information about national procedures is available at:

<https://www.legislation.gov.uk/ssi/2015/446/regulation/58/made>

IV.1.11) Main features of the award procedure

The council shall award a contract on the basis of the most economically advantageous tender. The following list identifies the weightings of each section. Lots 1-4 Quality 60% / Price 40% Within the 100 %:

Fair Work First 5%

Award Questions 37%

Interview 18%

Price 40%

Please note that any tender submission which exceeds the defined maximum available budget per annum per provider per lot will be disqualified.

Lot 5 100% Quality

Fair Work First 5%

Award Questions 95%

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-014953](#)

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

Originally published as:

Date

18 October 2023

Local time

12:00pm

Changed to:

Date

23 October 2023

Local time

12:00pm

See the [change notice](#).

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 invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Cont. from VI.3.PASS/FAIL Polices as detailed in the ITT. Financial Viability- Bidders must provide 3 years audited accounts (or financial statements where there is no requirement to submit audited accounts to Companies House) and complete a Financial Viability Template. Failure to pass financial checks and provide any of the requested information will result in your bid being excluded.

Health and Safety The Bidder may already hold the updated UKAS accredited OHSMS ISO45001 certificate or be evaluated in a member scheme of the Safety Schemes in Procurement (SSIP). Where bidders have this certification, they should provide the relevant information. Where the Bidder does not satisfy the above certification, they will require to complete the full Council's Health & Safety Vetting Questionnaire and supporting documentation.

The bidder confirms they already have or can commit to obtain and have in place these levels of insurance cover should the bidder be awarded the contract: Insurance for Lots 1-4 is Employer's Liability insurance to the value of at least TEN MILLION POUNDS STERLING in respect of any one event and unlimited in the period. Public Liability insurance to the value of at least FIVE MILLION POUNDS STERLING in respect of any one event and unlimited in the period. Abuse cover to the value of at least FIVE MILLION POUNDS STERLING in respect of any one claim, without limit to the number of claims or; Abuse cover to the value of at least TEN MILLION POUNDS STERLING in respect of any one claim, and in the aggregate. The policy must be arranged on a 'claims occurring' basis. Cover arranged on a claims made basis will not be accepted by Glasgow City Council. Motor Insurance – Bidders who have motor vehicles which are used in the provision of their Services must maintain adequate vehicle insurance cover in respect of such vehicles. Bidders shall take out and maintain, throughout the period of the contract and for a period of three years thereafter, Professional Indemnity insurance to the value of at least TWO MILLION POUNDS STERLING in respect of each claim and in the aggregate.

Lot 5 bidders must commit to obtain the following, as a minimum, for any call off contracts: Employer's Liability Insurance, Public Liability Insurance and Abuse Cover to the same levels as required for Lots 1-4. Additional insurances for Lot 5 will be determined at the

point of Mini-Competition.

Bidders must complete certificates as per tender documentation

Community Benefits Bidders are required to provide information on the Community Benefits they will provide should they be successfully awarded. Bidders must review and populate the Community Benefits Menu to reflect the type and volume of Community Benefits outcomes which they will provide and supporting methodology information for each area identified in the Menu. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

Full details of this Tender requirements and all associated documents will be available on Public Contracts Scotland Tender under Project_25020.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 25020. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

The Contracting Authority does not intend to include a sub-contract clause as part of community benefits (as per Section 25 of the Procurement Reform (Scotland) Act 2014) in this contract for the following reason:

Contract divided into lots and lot 5 allows for multiple bidders.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Further details on requirements in the tender documents

(SC Ref:743294)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

Glasgow

G5 9DA

Email

glasgow@scotcourts.gov.uk

Telephone

+44 1414298888

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Glasgow City Council ("the council") must, by notice in writing as soon as possible after the decision has been made, inform all bidders and candidates concerned of its decision to award the contract, conclude the framework agreement or establish a dynamic purchasing system. The Council must allow a period of at least the relevant standstill period (where the notice is sent by facsimile or electronic means the period is 10 days ending at midnight at the end of the 10th day after that on which the last notice is sent, when sent by other means the period is 15 days) to elapse between the date of despatch of the notice referred to in Regulation 85(1) of the Public Contracts (Scotland) Regulations 2015 ("The Regulations"). The Council is obliged to comply with the regulations and any eligible economic operator can bring an action in the Sherriff Court or the Court of Session where as a consequence of a breach by the Council, suffers or risks suffering loss or damage. The bringing of court proceedings during the standstill period means that the council must not enter into the contract, conclude the framework agreement or establish the dynamic purchasing system unless the proceedings are determined, discontinued or disposed of: or the court, by interim order, brings to an end the prohibition. The bringing of court proceedings after the standstill period has elapsed and the remedies that are available to the courts are detailed in the Regulations. Economic operators can write to the Council seeking further clarification on the notice, to which the Council must respond within 15 days. Economic Operators should be mindful to seek their own independent legal advice when they consider appropriate to do so.