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Contract

## **Long Term Care and Support and Reablement**

London Borough of Camden

F03: Contract award notice

Notice identifier: 2023/S 000-027430

Procurement identifier (OCID): ocids-h6vhtk-03c41e

Published 15 September 2023, 7:13pm

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

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

London Borough of Camden

London Borough of Camden, 5 Pancras Square

London

N1C 4AG

#### **Contact**

Mr David Walsh

#### **Email**

[david.walsh@camden.gov.uk](mailto:david.walsh@camden.gov.uk)

#### **Telephone**

+44 2079743535

#### **Country**

United Kingdom

**Region code**

UKI31 - Camden and City of London

**Internet address(es)**

Main address

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

Buyer's address

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

**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**

Long Term Care and Support and Reablement

Reference number

DN666921

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

- 85000000 - Health and social work services

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

Services

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

The London Borough of Camden has awarded one geographically based long term and support contract and two reablement locality contracts. All three contracts are for 18 months, commencing on or around [insert date David], and fall within the first phase of a 5-year transformation project and will take place alongside a number of 'test and learn' approaches that explore new ways of supporting residents in their home; this will include specialist in-house options which will develop alongside the commissioned services. The contracts were let under Regulations 74 to 77 (Social and Other Specific Services) of the Public Contract

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

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £3,900,000

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

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

Long Term Care - Central Neighbourhood

Lot No

1

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

- 85300000 - Social work and related services
- 98330000 - Physical well-being services
- 98390000 - Other services

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

NUTS codes

- UKI31 - Camden and City of London

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

The provision of care and support delivered in the home of Camden residents in the 'Central Neighbourhood' aged 18 and over who will draw on care and support on a longer term basis. The tender was let under the Social and Other Specific Services (Light Touch Regime) of the Public Contract Regulations 2015 which allowed the Council to design a flexible procedure provided that it complied with the principles of equal treatment and transparency.

A one-stage process was used where suppliers were required to submit responses to both Selection Criteria and Award Criteria. Following evaluation of the Selection Criteria, and after any tie break principles were applied as described in the published tender documents, the five highest scoring tenderers for Lot 1 were evaluated against the Award Criteria

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

Quality criterion - Name: Implementation / Weighting: 6

Quality criterion - Name: Staying Safe and Safeguarding / Weighting: pass/fail

Quality criterion - Name: Promoting Independence and wellbeing / Weighting: 8

Quality criterion - Name: Workforce recruitment and retention / Weighting: 8

Quality criterion - Name: Neighbourhood and community connections / Weighting: 8

Quality criterion - Name: Social value / Weighting: 10

Quality criterion - Name: Performance management / Weighting: 6

Quality criterion - Name: Resident marked question / Weighting: 6

Quality criterion - Name: 9. Presentations: 4% and 4% / Weighting: 8

Price - Weighting: 40

#### **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

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

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

Reablement -North West

Lot No

2

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

- 85100000 - Health services
- 85300000 - Social work and related services

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

NUTS codes

- UKI31 - Camden and City of London

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

The tender fell under the Light Touch Regime of the Public Contract Regulations 2015. This allows the Council to design its own procedure provided that it:

Compiles with the principles of equal treatment and transparency.

Carries out the procedure in conformity with the information included, and

Sets time limits that are reasonable and proportionate.

A one-stage process was used where suppliers were required to submit responses to both Selection Criteria (assessing technical capacity and experience) and Award Criteria (assessing proposals for delivering the service).

Following evaluation of the Selection Criteria, the five highest scoring tenderers had their Award Criteria evaluated.

The contract was awarded to the tenderer with the highest score (Award Criteria and Price) Rather Home Ltd

They demonstrated a robust implementation plan with timescales, achievable milestones, staffing action plan, details of partnership development and provided a communication plan with key actions for each target audience. They also provided a proportionate and timely response to the safeguarding scenario including their process, organisational awareness, embedding learning, involving family and reporting practices. There was strong evidence of local recruitment and connections to the local community was provided. Furthermore, they demonstrated an understanding of strengths-based approaches with examples that substantiated their approach. Significant evidence of staff training was provided and an emphasis on the resident voice in managing quality.

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

Quality criterion - Name: Implementation / Weighting: 6

Quality criterion - Name: Staying Safe and Safeguarding -pass/fail / Weighting: pass/fail

Quality criterion - Name: Promoting Independence and Wellbeing / Weighting: 8

Quality criterion - Name: Workforce Recruitment and Retention / Weighting: 4

Quality criterion - Name: Workforce recruitment and retention: Workforce competency and development / Weighting: 4

Quality criterion - Name: Neighbourhood and community connections: Identifying key partners / Weighting: 4

Quality criterion - Name: Neighbourhood and community connections: Developing key partnerships / Weighting: 4

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Managing quality / Weighting: 6

Quality criterion - Name: Resident marked question / Weighting: 6

Quality criterion - Name: Presentations / Weighting: 8

Price - Weighting: 40

#### **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

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

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

Reablement North East Neighbourhood

Lot No

3

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

- 85300000 - Social work and related services

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

NUTS codes

- UKI31 - Camden and City of London

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

The provision of care and support delivered in the home of Camden residents in the 'North West Locality' aged 18 years or over who would benefit from a reablement service. The tender was let under the Social and Other Specific Services (Light Touch Regime) of the Public Contract Regulations 2015, which allowed the Council to design a flexible procedure provided that it complied with the principles of equal treatment and transparency.

A one-stage process was used where suppliers were required to submit responses to both Selection Criteria and Award Criteria. Following evaluation of the Selection Criteria, and after any tie break principles were applied as described in the published tender documents, the five highest scoring tenderers for Lot 2 were evaluated against the Award Criteria. ,

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

Quality criterion - Name: As for Lot 2 / Weighting: 60

Price - Weighting: 40

#### **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: No

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

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-011887](#)



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## **Section V. Award of contract**

### **Lot No**

1

### **Title**

Long Term Care Central Neighbourhood

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

9 August 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 31

Number of tenders received from SMEs: 31

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 28

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Rather Home Ltd

25 Queens Crescent

London

NW5 4EZ

Country

United Kingdom

NUTS code

- UKI31 - Camden and City of London

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £2,400,000

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### **Section V. Award of contract**

#### **Lot No**

2

#### **Title**

Reablement North West Neighbourhood

A contract/lot is awarded: Yes

#### **V.2) Award of contract**

##### **V.2.1) Date of conclusion of the contract**

9 August 2023

##### **V.2.2) Information about tenders**

Number of tenders received: 31

Number of tenders received from SMEs: 31

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 31

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Rather Home Ltd

25 Queens Crescent

London

NW5 4EZ

Country

United Kingdom

NUTS code

- UKI31 - Camden and City of London

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £750,000

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**Section V. Award of contract**

**Lot No**

3

**Title**

Reablement North East Neighbourhood

A contract/lot is awarded: Yes

**V.2) Award of contract**

**V.2.1) Date of conclusion of the contract**

9 August 2023

**V.2.2) Information about tenders**

Number of tenders received: 31

Number of tenders received from SMEs: 31

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Focus Care Link Ltd

48 Kentish Town Road

London

NW5 2AB

Country

United Kingdom

NUTS code

- UKI31 - Camden and City of London

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £750,000

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## **Section VI. Complementary information**

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

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

High Court, The Royal Courts of Justice

The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom