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Tender

## **Domiciliary Care Rapid Response Service - Discharge to Recover then Assess**

Cardiff Council

F02: Contract notice

Notice identifier: 2022/S 000-027869

Procurement identifier (OCID): ocids-h6vhtk-0372e5

Published 4 October 2022, 3:14pm

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

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

Cardiff Council

County Hall, Atlantic Wharf

Cardiff

CF10 4UW

#### **Email**

[socialcare.procurement@cardiff.gov.uk](mailto:socialcare.procurement@cardiff.gov.uk)

#### **Telephone**

+44 2920873732

#### **Country**

United Kingdom

#### **NUTS code**

UKL22 - Cardiff and Vale of Glamorgan

**Internet address(es)**

Main address

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

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0422](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0422)

**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://supplierlive.proactisp2p.com/Account/Login>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com/Account/Login>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

Other activity

Health and Social Care

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Domiciliary Care Rapid Response Service - Discharge to Recover then Assess

Reference number

ERFX1007963

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

- 85000000 - Health and social work services

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

Services

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

Cardiff Council is seeking to commission a Domiciliary Care Provider(s) to deliver a team that will provide a rapid response care service to an individual that is medically fit for discharge from hospital as part of a Winter Pressures Pilot that seeks to contribute to the whole system flow and ensure that our citizens can receive right care at the right place at the right time. The requirement would be to support an Individuals' safe discharge from hospital within 72 hours of being identified as medically fit for discharge, to support an individuals' return home and to work in partnership with a multi – agency team to right size the care and support for the individuals once they return home. The services will be required to be delivered within 72 hours of the order/expedited order form being received by the Service Provider. We are referring to this team as a Rapid Response Team, and it is expected that this team would be a dedicated group of staff that are above your normal workforce. As such, this dedicated group of staff who are able to contribute to a multi-agency assessment to right -size care packages post discharge, will be expected to be in place by the commencement of the contract.

We are seeking to put a Framework in place that will enable us to call off successful providers who will deliver the Rapid Response Service; We are looking for a number of Providers to work across the city to support the Hospital Discharge process for individuals who are medically fit for discharge and have been assessed to require a package of care and support in their own home. The Rapid Response Team will provide care and support to the individual and a multi-agency team will work in partnership with the provider to right size the care package and identify longer term care and support needs. The person's new longer-term care and support package would be secured via the brokerage service in

the usual way.

It is intended that the Rapid Response Team will provide a service to individuals who have been assessed as requiring care and support, so that they can return home in a timely way following a period in hospital. The provider will be expected to tailor the rapid response care and support to reflect the recovery of the individual, with a view to maximising their independence. It is to be assumed that some of the Individuals that Providers will be working with will be adults who have not previously been in receipt of a package of care but have been identified as needing care for the first time in order to understand their reablement potential and determine the type and level of service they may need on a longer-term basis. The Council intends to commission approximately four double-handed calls per person on discharge but this is only an estimated upper limit. It is important that all commissioned care appropriately supports the citizen at discharge to ensure that they settle at home quickly and safely. Therefore there may be occasions where an individual may require more care and support to assist them to return home. Additionally, the Provider may need to respond to requests for single handed care as required. There may also be an initial requirement for late night and early morning calls in appropriate cases.

The care package will reduce as the person settles at home after their hospital stay . In collaboration with the occupational therapists/social workers and the care team the care plan will be adapted and changed to respond to the needs of the citizen. The care service arrangements will then move to a permanent provision.

It is intended that the Rapid Response Discharge to Recover then Assess (D2RA) Framework arrangement will be put in place for 12 months and individual packages of care will be called off the Framework on a case by case basis. It is anticipated that approximately 10 packages of care may be called off the Framework each week.

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

Value excluding VAT: £1,056,000

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

This contract is divided into lots: No

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

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

- 85000000 - Health and social work services

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

NUTS codes

- UKL22 - Cardiff and Vale of Glamorgan

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

Cardiff Council is seeking to commission a Domiciliary Care Provider(s) to deliver a team that will provide a rapid response care service to an individual that is medically fit for discharge from hospital as part of a Winter Pressures Pilot that seeks to contribute to the whole system flow and ensure that our citizens can receive right care at the right place at the right time. The requirement would be to support an Individuals' safe discharge from hospital within 72 hours of being identified as medically fit for discharge, to support an individuals' return home and to work in partnership with a multi – agency team to right size the care and support for the individuals once they return home. The services will be required to be delivered within 72 hours of the order/expedited order form being received by the Service Provider. We are referring to this team as a Rapid Response Team, and it is expected that this team would be a dedicated group of staff that are above your normal workforce. As such, this dedicated group of staff who are able to contribute to a multi-agency assessment to right -size care packages post discharge, will be expected to be in place by the commencement of the contract.

We are seeking to put a Framework in place that will enable us to call off successful providers who will deliver the Rapid Response Service; We are looking for a number of Providers to work across the city to support the Hospital Discharge process for individuals who are medically fit for discharge and have been assessed to require a package of care and support in their own home. The Rapid Response Team will provide care and support to the individual and a multi-agency team will work in partnership with the provider to right size the care package and identify longer term care and support needs. The person's new longer-term care and support package would be secured via the brokerage service in the usual way.

It is intended that the Rapid Response Team will provide a service to individuals who have been assessed as requiring care and support, so that they can return home in a timely way following a period in hospital. The provider will be expected to tailor the rapid response care and support to reflect the recovery of the individual, with a view to maximising their independence. It is to be assumed that some of the Individuals that Providers will be working with will be adults who have not previously been in receipt of a package of care but have been identified as needing care for the first time in order to understand their reablement potential and determine the type and level of service they may need on a longer-term basis. The Council intends to commission approximately four double-handed calls per person on discharge but this is only an estimated upper limit. It is important that all commissioned care appropriately supports the citizen at discharge to ensure that they settle at home quickly and safely. Therefore there may be occasions where an individual may require more care and support to assist them to return home.

Additionally, the Provider may need to respond to requests for single handed care as required. There may also be an initial requirement for late night and early morning calls in appropriate cases.

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It is intended that the Rapid Response Discharge to Recover then Assess (D2RA) Framework arrangement will be put in place for 12 months and individual packages of care will be called off the Framework on a case by case basis. It is anticipated that approximately 10 packages of care may be called off the Framework each week.

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Value excluding VAT: £1,056,000

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

Duration in months

12

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic

catalogue

### **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

31 October 2022

Local time

12:00pm

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

English, Welsh

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

Date

31 October 2022

Local time

12:00pm

Place

<https://supplierlive.proactisp2p.com/Account/Login>

Information about authorised persons and opening procedure

ERFX1007963



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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.3) Additional information**

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

[https://www.sell2wales.gov.wales/Search/Search\\_Switch.aspx?ID=125099](https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=125099).

(WA Ref:125099)

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

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

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom