

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/028884-2021>

Tender

## **Provision of a Care at Home Service**

Inverclyde Council

F02: Contract notice

Notice identifier: 2021/S 000-028884

Procurement identifier (OCID): ocds-h6vhtk-02ddac

Published 19 November 2021, 8:54am

The closing date and time has been changed to:

**22 December 2021, 12:00pm**

See the [change notice](#).

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

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

Inverclyde Council

Corporate Procurement, Municipal Buildings, Clyde Square

Greenock

PA15 1LX

#### **Email**

[Andrew.Duncan@inverclyde.gov.uk](mailto:Andrew.Duncan@inverclyde.gov.uk)

#### **Telephone**

+44 1475712796

**Country**

United Kingdom

**NUTS code**

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

**Internet address(es)**

Main address

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

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00168](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00168)

**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/>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

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

Regional or local authority

## **I.5) Main activity**

Health

---

## **Section II: Object**

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

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

Provision of a Care at Home Service

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

- 85300000 - Social work and related services

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

Services

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

Inverclyde Council are seeking suitably qualified providers to carry out Care at Home Services within the Inverclyde Area.

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

Value excluding VAT: £4,441,760

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 3

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

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

Greenock East and Port 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

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

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

Inverclyde Council operates a Health and Social Care Partnership in conjunction with NHS Greater Glasgow and Clyde. Inverclyde Council are looking to appoint Providers to provide a Care at Home Service to meet the Assessed Needs of Service Users. The Providers must provide responsive support dependent on the fluctuating needs of the Service User, in which support must be provided 24 hours a day 7 days a week, 52 weeks per year. The main service for this requirement operates between the hours of 7am to 11pm, however there will be occasions to provide the service overnight such as for respite or urgent situations.

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

Quality criterion - Name: Service Delivery / Weighting: 25

Quality criterion - Name: Staff Skills, Expertise & Qualifications / Weighting: 8

Quality criterion - Name: Quality Assurance processes, procedures and reporting / Weighting: 8

Quality criterion - Name: Fair Work First / Weighting: 18

Quality criterion - Name: Social (Community) Benefits / Weighting: 1

Price - Weighting: 40

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

Start date

1 April 2022

End date

31 March 2024

This contract is subject to renewal

Yes

Description of renewals

The next tendering opportunity for this service is estimated around November 2023.

#### **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

#### **II.2.14) Additional information**

Please refer to the Tender Documents.

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

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

Kilmacolm and Quarriers (East and West)

Lot No

1

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

- 85300000 - Social work and related services

**II.2.3) Place of performance**

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

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

Inverclyde Council operates a Health and Social Care Partnership in conjunction with NHS Greater Glasgow and Clyde. Inverclyde Council are looking to appoint Providers to provide a Care at Home Service to meet the Assessed Needs of Service Users. The Providers must provide responsive support dependent on the fluctuating needs of the Service User, in which support must be provided 24 hours a day 7 days a week, 52 weeks per year. The main service for this requirement operates between the hours of 7am to 11pm, however there will be occasions to provide the service overnight such as for respite or urgent situations.

**II.2.5) Award criteria**

Quality criterion - Name: Service Delivery / Weighting: 25

Quality criterion - Name: Staff Skills, Expertise & Qualifications / Weighting: 8

Quality criterion - Name: Quality Assurance processes, procedures and reporting / Weighting: 8

Quality criterion - Name: Fair Work First / Weighting: 18

Quality criterion - Name: Social (Community) Benefits / Weighting: 1

Price - Weighting: 40

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

Start date

1 April 2022

End date

31 March 2024

This contract is subject to renewal

Yes

Description of renewals

The next tendering opportunity for this service is estimated around November 2023.

#### **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

#### **II.2.14) Additional information**

Please refer to Tender Documents.

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

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

Greenock West and Gourock

Lot No

3

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

- 85300000 - Social work and related services

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

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

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

Inverclyde Council operates a Health and Social Care Partnership in conjunction with NHS Greater Glasgow and Clyde. Inverclyde Council are looking to appoint Providers to provide a Care at Home Service to meet the Assessed Needs of Service Users. The

Providers must provide responsive support dependent on the fluctuating needs of the Service User, in which support must be provided 24 hours a day 7 days a week, 52 weeks per year. The main service for this requirement operates between the hours of 7am to 11pm, however there will be occasions to provide the service overnight such as for respite or urgent situations.

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

Quality criterion - Name: Service Delivery / Weighting: 25

Quality criterion - Name: Staff Skills, Expertise & Qualifications / Weighting: 8

Quality criterion - Name: Quality Assurance processes, procedures and reporting / Weighting: 8

Quality criterion - Name: Fair Work First / Weighting: 18

Quality criterion - Name: Social (Community) Benefits / Weighting: 1

Price - Weighting: 40

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

Start date

1 April 2022

End date

31 March 2024

This contract is subject to renewal

Yes

Description of renewals

The next tendering opportunity for this service is estimated around November 2023.

#### **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

### **II.2.14) Additional information**

Please refer to the Tender Documents.

## **II.2) Description**

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

Greenock South West (inner & outer), Inverkip and Wemyss Bay

Lot No

4

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

- 85300000 - Social work and related services

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

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

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

Inverclyde Council operates a Health and Social Care Partnership in conjunction with NHS Greater Glasgow and Clyde. Inverclyde Council are looking to appoint Providers to provide a Care at Home Service to meet the Assessed Needs of Service Users. The Providers must provide responsive support dependent on the fluctuating needs of the Service User, in which support must be provided 24 hours a day 7 days a week, 52 weeks per year. The main service for this requirement operates between the hours of 7am to 11pm, however there will be occasions to provide the service overnight such as for respite or urgent situations.

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

Quality criterion - Name: Service Delivery / Weighting: 25

Quality criterion - Name: Staff Skills, Expertise & Qualifications / Weighting: 8

Quality criterion - Name: Quality Assurance processes, procedures and reporting / Weighting: 8

Quality criterion - Name: Fair Work First / Weighting: 18

Quality criterion - Name: Social (Community) Benefits / Weighting: 1

Price - Weighting: 40

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

Start date

1 April 2022

End date

31 March 2024

This contract is subject to renewal

Yes

Description of renewals

The next tendering opportunity for this service is estimated around November 2023.

#### **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

#### **II.2.14) Additional information**

Please refer to the Tender Documents.

## **II.2) Description**

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

Inverclyde Wide - Ad Hoc

Lot No

5

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

- 85300000 - Social work and related services

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

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

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

Inverclyde Council operates a Health and Social Care Partnership in conjunction with NHS Greater Glasgow and Clyde. Inverclyde Council are looking to appoint Providers to provide a Care at Home Service to meet the Assessed Needs of Service Users. The Providers must provide responsive support dependent on the fluctuating needs of the Service User, in which support must be provided 24 hours a day 7 days a week, 52 weeks per year. The main service for this requirement operates between the hours of 7am to 11pm, however there will be occasions to provide the service overnight such as for respite or urgent situations.

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

Quality criterion - Name: Service Delivery / Weighting: 25

Quality criterion - Name: Staff Skills, Expertise & Qualifications / Weighting: 8

Quality criterion - Name: Quality Assurance processes, procedures and reporting / Weighting: 8

Quality criterion - Name: Fair Work First / Weighting: 18

Quality criterion - Name: Social (Community) Benefits / Weighting: 1

Price - Weighting: 40

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

Start date

1 April 2022

End date

31 March 2024

This contract is subject to renewal

Yes

Description of renewals

The next tendering opportunity for this service is estimated around November 2023.

### **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

### **II.2.14) Additional information**

Please refer to the Tender Documents.

---

## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

Inverclyde Council will check the financial status of applicants by means of a Dun and Bradstreet assessment. In order to be considered, applicants must achieve one of the following:

Minimum level(s) of standards possibly required

(a) Where the tenderers Dun & Bradstreet risk indicator is 3 or less, the annual contract value should also be less than 50% of the tenderers average turnover over the preceding 2 years.

OR

(b) Where the tenderers Dun & Bradstreet risk indicator is 2 or less, the annual contract value should also be less than 75% of the tenderers average turnover over the preceding 2 years.

PLEASE NOTE THE IMPORTANT GUIDANCE TO BIDDERS BELOW:

APPLICANTS ARE STRONGLY ADVISED TO SATISFY THEMSELVES THAT THEY MEET THESE CRITERIA AS FAILURE OF THE FINANCIAL CHECK WILL MEAN THAT THEIR APPLICATION WILL NOT BE CONSIDERED FURTHER. APPLICANTS SHOULD ALSO SATISFY THEMSELVES THAT THEIR DUN AND BRADSTREET RATINGS ARE CORRECT AND IT IS THE APPLICANT'S RESPONSIBILITY TO RAISE ANY QUERIES WITH DUN AND BRADSTREET IF THEY FEEL A CORRECTION IS REQUIRED. THE COUNCIL WILL RELY ON THE RISK RATING IT OBTAINS AT THE TIME IT PERFORMS THE D&B

FINANCIAL CHECK.

You must provide your average yearly turnover for the last 2 years.

Turnover must be provided from your audited accounts. Turnover from unaudited accounts or part year turnover will not be accepted.

If you are unable to provide the turnover information required due to being exempt from submission of full audited accounts, please provide an explanation on why you are exempt in response to this question.

If you have responded that you are exempt from submitting full audited accounts, please confirm that you will be prepared to submit alternative information and documentation on your financial position should this be required at any point. This information could be required at selection or in the event that the bidder is identified as the preferred bidder.

### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

#### **SPD PART 4C.1.2**

Bidders will be required to provide 2 examples of services carried out in the past 3 years that demonstrate that they have the relevant experience to deliver a Care at Home Service. The examples provided must be of a similar size and nature to this contract opportunity.

\*\*\*

#### **SPD 4C SUBCONTRACTORS**

Bidders will be required to confirm whether they intend to subcontract and, if so, for what proportion of the contract.

\*\*\*

#### **SPD 4D QUALITY MANAGEMENT PROCEDURES**

The bidder must hold a UKAS (or equivalent) accredited independent third party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent) OR hold the information contained in the buyer attachment area in PCS-T (file name "Contract Notice Additional Information").

\*\*\*

#### **HEALTH & SAFETY**

The bidder must hold a UKAS (or equivalent), accredited independent third party certificate of compliance in accordance with BS OHSAS 18001 (or equivalent) or have, within the last 12 months, successfully met the assessment requirements of a construction-related scheme in registered membership of the Safety Schemes in Procurement (SSIP) forum OR hold the information contained in the buyer attachment area in PCS-T (file name "Contract Notice Additional Information").

\*\*\*

## SPD 4D - ENVIRONMENTAL MANAGEMENT PROCEDURES

If the bidder does not hold UKAS (or equivalent) accredited independent third party certificate of compliance with BS EN ISO 14001 (or equivalent) or a valid EMAS (or equivalent) certificate then the bidder must hold the information contained in the buyer attachment area in PCS-T (file name "Contract Notice Additional Information")

### **III.2) Conditions related to the contract**

#### **III.2.1) Information about a particular profession**

Execution of the service is reserved to a particular profession

Reference to the relevant law, regulation or administrative provision

It is a material condition of this Agreement that as at the Commencement Date and throughout the Contract Period the Provider shall have in respect of the Services a current certificate of registration under the Regulation of Care (Scotland) Act 2001 as a Care at Home Service. The Provider must maintain Care Inspectorate grades of 3 (adequate) and above across all areas of performance examined during inspections which cover "Quality of Care and Support", "Quality of Staffing" and "Quality of Management and Leadership". Any Provider who is newly registered must obtain at its first inspection and thereafter maintain the aforementioned Care Inspectorate grades. Where the Service receives a Care Inspectorate grade of 2 or less in any specified area, and where it generally provided good quality of care and has not previously been graded at 2 or below, the Provider shall be given the opportunity through a robust Improvement Plan agreed with the Care Inspectorate, in conjunction with the action plan agreed with the Council.

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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

Notice number: [2021/S 000-022077](#)

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

Originally published as:

Date

17 December 2021

Local time

12:00pm

Changed to:

Date

22 December 2021

Local time

12:00pm



See the [change notice](#).

#### **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: 4 (from the date stated for receipt of tender)

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

Date

17 December 2021

Local time

12:00pm

---

## **Section VI. Complementary information**

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

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: The next tendering opportunity for this service is estimated around November 2023.

### **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 operators may be excluded from this competition if they are in any of the situations referred to in Regulation 58 of the Public Contracts (Scotland) Regulations 2015 or Regulations 8 & 9 of the Procurement (Scotland) Regulations 2016.

\*\*\*

## SPD 4B - INSURANCES

Bidders must hold, or can commit to obtain prior to the commencement of any subsequently awarded contract, the following types and levels of insurance:

Employer`s (Compulsory) Liability Insurance = 5 million GBP

Public Liability Insurance = 5 million GBP including no inner limit against abuse claims

Professional Indemnity Insurance = 2 million GBP

\*\*\*

## SERVICE SPECIFIC SELECTION CRITERIA PART A

### INVERCLYDE GOVERNANCE PROCEDURES

Bidders must confirm that they will fully comply with the Inverclyde Council Governance procedures throughout the Contract period.

\*\*\*

### SAFE RECRUITMENT

The bidder must confirm they have policies and procedures for the proposed service delivery model that includes:

- All members of staff must provide two references, one of which must be from the current or most recent employer;
- All members of staff having direct contact with supported individuals must be subject to an appropriate level of Disclosure or provide appropriate PVG Scheme membership information if carrying out regulated work; and
- Ensuring that the requirements above apply to any sub-contractors or agency staff.

\*\*\*

### ELECTRONIC CALL MONITORING SYSTEM (ECMS)

The bidder's proposed service delivery model must interface with Inverclyde HSCP's ECMS. The bidder shall utilise the ECMS for all Services undertaken on behalf of the

Council, as governed by this Specification, any subsequent Framework Agreement the Provider may enter into with the Council and any Call-off Letters concluded with the Council relative to this Framework Agreement.

\*\*\*

## INDEPENDENT MONITORING SYSTEM

The bidder must have external systems in place for the independent monitoring of the services provided for the proposed service delivery model.

\*\*\*

## REFERENCES

The bidder must provide contact information for two organisations that can be contacted for references. The referee's should be able to provide detailed comments in respect of similar Care at Home and Housing Support services that your organisation currently provides for them, or has done so over the last three years.

\*\*\*

## COMPLAINTS PROCEDURE

The bidder must confirm that they will adhere to Inverclyde Council's Complaints Policy.

\*\*\*

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 19845. For more information see:

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

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:

Inverclyde Council is committed to maximising Social (Community) Benefits from its procurement activities.

Under this procurement exercise the contract and its supply chain will be required to support the authority's economic and social regeneration objectives. The contractor where possible shall engage with the local community throughout the life cycle of the

project. This engagement may take a variety of forms from encouraging school visits to the site to promote health and safety issues to making contributions (financial or other resources) to help solve a local community issue or taking on new start apprentices or sustain current apprentices.

Please provide details of relevant Community Benefits you are willing to include as part of your tender offer which will NOT incur any additional contractual costs.

Some examples for illustration purposes are listed below:.

- New Start Apprenticeships
- Event Organisation (i.e. open day)
- Industry Day for Local Schools
- Equipment Donations
- Engagement with the community beyond the terms of this contract.
- Sponsorship within the local community.

(SC Ref:670618)

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

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

Greenock Sheriff Court and Justice of the Peace Court

Sheriff Court House

1 Nelson Street, Greenock

PA15 1TR

Country

United Kingdom