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Tender

2023 - Aberdeen City - Whole Family Support Services

Aberdeen City Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2023/S 000-029642

Procurement identifier (OCID): ocds-h6vhtk-03b7e2

Published 9 October 2023, 8:49am

The closing date and time has been changed to:

20 November 2023, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Aberdeen City Council

Woodhill House, Westburn Road

Aberdeen

AB16 5GB

Email

SocialCareCPSS@aberdeencity.gov.uk

Telephone

+44 1467539600

Country

United Kingdom

NUTS code

UKM50 - Aberdeen City and Aberdeenshire

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00231

I.3) Communication

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

2023 - Aberdeen City - Whole Family Support Services

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Aberdeen City Council is seeking to commission whole family support services.

The aim is to provide a more integrated approach of support provisions to children, young people (0-18 years) and families whose home address is within the Aberdeen City boundary and times when a child is living outside on a temporary basis. To strengthen and coordinate early intervention services to children, young people, and families with the following needs:

- Families exposed to trauma
- Children in conflict with the law
- Children on the edge of care
- Children with disabilities

As part of the stakeholder engagement, those with lived experience were asked to complete a short questionnaire (supported by their services). The themes which were identified as important to those with lived experience included:

- Support Services in community
- Emotional support for parents and children
- Affordable activities for Children

- Financial and practical support
- Support with children who are not attending school
- Early mental health support
- Support with sensory needs and children with neurodiversity/ learning disability

The contract term is for two years with a three-year optional extension (2+1+1+1).

II.1.5) Estimated total value

Value excluding VAT: £7,036,312

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

Fit Like Family Wellbeing

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKM50 - Aberdeen City and Aberdeenshire

Main site or place of performance

Aberdeen City

II.2.4) Description of the procurement

Aberdeen City Council require a Service Provider to provide a service for:

1. Fit Like Family Wellbeing Team

2. New Scots Early Involvement Support

The Service Provider will work with the Fit Like Partnership to deliver on the core aims and principles in a coordinated integrated system of support. Meeting families where they are at and offer support with a family first, strength-based approach.

The Service Provider will provide targeted help for families, children and young people which reduce the need for social work by supporting their identified needs, including but not limited to:

- Parenting routines and boundaries, financial concerns, lack of access to employability skills, unsatisfactory living conditions and low-level mental health issues impacting on confidence and self-esteem.
- Providing whole family support to families with children who have unmet additional support needs which are social in nature and require support to avoid escalation into Social Work with Disabilities team. Working in collaboration with local improvement groups to improve pathways and support for children and their families with ASN & Disabilities. Examples of the level of need include (but are not limited to):
 - a young person/child and family with a diagnosis/awaiting diagnosis;
 - where there is more than one child/young person in the household with a disability;
 - where parents need help in managing routines. These services are not aimed at children and young people who could be described as “struggling at school”.
 - Supporting children and young people to re-engage with education/life when their mental health/life circumstances get in the way
 - Support to young people who are impacted directly or indirectly by alcohol and substance use
 - Children & Young people Mental health issues (anxiety & Low mood) & emotional regulation support
 - Family Stress, behavioural support needs, child parent violence, self-injury
 - Access to social activities, peer interaction
 - Sibling needs – whole family support

- Separated Families, working across households and considering the needs of blended families and their children's needs.
- Families advocating their child's needs and navigate the systems to ensure that they can access the right support.
- Practical help, and transport support.
- Financial advice supporting families access wider care services
- Linking in with community supports to facilitate soft touch connection for parents

II.2.6) Estimated value

Value excluding VAT: £3,079,613

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

Duration in months

24

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

The initial term is for two years, above figure is based on a maximum 5 years. The contract will be 2+1+1+1.

Core Annual funding is GBP577000 per annum. Years 1 and 2 include additional funding of GBP194613 in relation to the support of New Scots.

II.2) Description

II.2.1) Title

Targeted Family Support

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKM50 - Aberdeen City and Aberdeenshire

Main site or place of performance

Aberdeen City

II.2.4) Description of the procurement

Aberdeen City Council require targeted help for families, children and young people services are those which reduce the need for social work Intervention with children, young people and their families by supporting those:

-at the margin of statutory social work involvement

-at risk of becoming looked after by the local authority and/or subject to compulsory measures from the Children's Panel

-who need continued support following a period of social work involvement

-Children/young people in Conflict with the Law

Based on current service provision and an expectation that more efficient ways of working will generate more capacity, Service Providers will be expected to work with a minimum of 93 services users at any one time.

II.2.6) Estimated value

Value excluding VAT: £2,002,500

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

Duration in months

24

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

Annual contract value GBP400500. Initial two year term, plus 3x1 year optional extensions, i.e., 2+1+1+1.

Above estimated value figure of GBP2002500 is maximum contract value for full 5 years.

II.2) Description

II.2.1) Title

Priority Families

Lot No

3

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKM50 - Aberdeen City and Aberdeenshire

Main site or place of performance

Aberdeen City

II.2.4) Description of the procurement

Aberdeen City Council is seeking to procure a Priority Families Service.

The key aim is to:

Improve whole family outcomes through the delivery of family intervention support to families affected by complex and multiple issues which impact on their life outcomes.

Families will be resident in Aberdeen City Council tenancies and be affected by a range of adverse issues and life experiences which impact on their ability to achieve successful life outcomes. The service will provide a significant opportunity for referred families to take time to reflect, assess and commit to proactively build on their strengths to make the

necessary changes to improve their lives.

Referral criteria will typically include anti-social and/or risk-taking behaviour including exploitation, offending, poor mental health/long-term low mood significantly impacting on self-motivation, family functioning and ability to carry out tasks, family breakdown, child/adult conflict, low school attendance and exclusions, communication issues, social isolation, trauma and poor parenting experience.

There are 3 key features to the model to which the successful Service Provider will adhere:

- 1.Intensive and consistent support by a dedicated Practitioner, appropriate to the level of assessed need.
- 2.Small caseloads to ensure Practitioners have the necessary capacity and time to dedicate to families and avoid drift.
- 3.A persistent, assertive and practical, hands-on approach to sustaining engagement, support and continued progress.

II.2.6) Estimated value

Value excluding VAT: £1,954,199

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

Duration in months

24

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

The above estimated value figure is for 5 years. Years 1 and 2 include additional funding of GBP164199 to provide support New Scots.

Annual Core Funding is GBP

2+1+1+1

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

Bidders must confirm that they are appropriately registered with the Care Inspectorate for the services required.

Bidders will be required to provide examples that demonstrate that they have the relevant experience to deliver the services as described. A minimum of two examples will be required.

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.1.11) Main features of the award procedure

Open Procedure.

The contract will be awarded using MEAT. Quality to Price ratio is 80:20

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-009525](#)

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

Originally published as:

Date

17 November 2023

Local time

12:00pm

Changed to:

Date

20 November 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.3) Additional information

1. The Council shall obtain a Creditsafe credit check and will score bidders accordingly:

71 - 100 Very Low Risk – Accept

51 - 70 Low Risk - Accept

30 - 50 Moderate Risk – subject to further discussion internally with the option to reject.

21-29 High Risk – subject to further discussion internally with the option to reject.

1-20 Very High Risk – Reject.

*The following applies if no credit check can be undertaken:

2. Please state current turnover (if contract value is over 50% of reported turnover, further discussion will be had internally with the option to reject).

3. If you are under no obligation to publish accounts on Companies House and/or do not have a comprehensive credit rating then provide audited financial accounts for the

previous two years. Both quick and current ratios should be a minimum of 1:1.5 for the two successive years. Bidders whose ratios do not meet the minimum criteria will be rejected. Bidders who can provide audited accounts but chose not to do so shall be rejected.

4. Bidders who have been trading for less than one year and cannot provide audited accounts must submit the cash flow for the current year and a letter from the bank outlining the current cash and credit position for the current year and subsequent year. This will be subject to internal discussion with the option to reject.

5. If bidder still does not meet the financial criteria for consideration but has a parent company that does, the firm may still be eligible for consideration where their submission is supported by a parent company guarantee.

It is a requirement of this contract that bidders hold, or can commit to obtain prior to the commencement of any subsequently awarded contract, the types and levels of insurance indicated below:

Employer's Liability Insurance = GBP10m

Public Liability Insurance = GBP5m

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 25296. 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:

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

Specific Community Benefits objectives for this procurement are as follows:

-Fair Work First (FWF)

-Carbon Reduction

-Support for Kinship Carers (Lots 1 and 2)

(SC Ref:746207)

VI.4) Procedures for review

VI.4.1) Review body

Aberdeen Sheriff Court

Castle Street

Aberdeen

AB10 1WP

Telephone

+44 1224657200

Country

United Kingdom

Internet address

www.scotcourts.gov.uk