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Tender

Temporary Accommodation Support Service

PORTSMOUTH CITY COUNCIL

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2021/S 000-029747

Procurement identifier (OCID): ocids-h6vhtk-02fba4

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Section I: Contracting authority

I.1) Name and addresses

PORTSMOUTH CITY COUNCIL

City Council

Portsmouth

PO12BG

Contact

Procurement Service

Email

procurement@portsmouthcc.gov.uk

Telephone

+44 2392688235

Country

United Kingdom

NUTS code

UKJ31 - Portsmouth

Internet address(es)

Main address

<https://www.portsmouth.gov.uk/ext/business/business.aspx>

Buyer's address

<https://www.portsmouth.gov.uk/ext/business/business.aspx>

I.3) Communication

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

<https://intendhost.co.uk/portsmouthcc.aspx/home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://intendhost.co.uk/portsmouthcc.aspx/home>

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

Temporary Accommodation Support Service

II.1.2) Main CPV code

- 85310000 - Social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Portsmouth City Council ('the council') is inviting tenders from suitably qualified suppliers to provide a support service for individuals and families living in temporary accommodation.

The Service will comprise of accommodation based and non-accommodation based (floating) support services. In addition to the support element, the Council also requires a property management service for some of its furnished temporary accommodation. Currently support is delivered to approximately 45 households, with varying degrees of support need and frequency of visits.

The Service will consist of two elements under three Lot options:

- Lot 1 ('contract 1'): Accommodation based support & non-accommodation based (floating) support;
- Lot 2 ('contract 2'): Property management;
- Lot 3: Combined bid for both lot 1 & 2

Services are currently delivered under a single contract. A key driver for separating these elements is to allow greater flexibility for the support element and make best use of available resources. It also opens up the market to other potential bidders who may only be in the position to deliver services under one lot. Additionally the council are reviewing options to bring the property management element in-house.

Providers can bid for lots one and/or two as separate bids. Providers are also able to

submit a combined lot bid (lot 3) which clearly identifies the additional benefits and added value that would be achieved through contracting with a single supplier.

The council is targeting to have awarded both contracts on 1 Mar 2022 to allow for service commencement on 1 Jun 2022. The contracts will be let for an initial term of 3 years which may then run for a further 5 years in increments set by the Council to a total maximum term of 8 years, subject to performance and at the sole option of the Council.

The estimated total value of the contracts for both lots is £900,000 over the initial term based on the total available budget. The annual value of both contracts may vary over the initial term due to fluctuation in demand. An open book costing model will be used alongside the contract to agree any variations over the term.

The estimated value of the contract 1 is IRO £150,000 - £200,000 per annum, between £1,200,000 - £1,600,000 over the maximum term of 8 years.

The estimated value of contract 2 is IRO of £75,000 - £100,000 per annum, £600,000 - £800,000 over the maximum term of 8 years.

In the event that term extension options are taken up on their entirety the estimated value of the contracts for both lots is an upper limit of £2,400,000 exclusive of any inflationary increases which could further increase this value.

Should further funding becoming available over the term of the contract for related services the council may seek to expand the scope of the contracts accordingly which could further increase the contract values.

An accurate forecast cannot be made regarding the level of further funding, if any, that may become available but it is not expected to equate to an increase of more than approx. 25% and therefore approx. £3,000,000 over the duration of the term. However these estimates are not guarantees and are non-binding in terms of any maximum total upper value that may be let via the contracts.

The procurement process will be undertaken in line with the following programme:

- Issue FTS Contract Notice - 30 Nov 2021
- Issue Invitation to Tender - 30 Nov 2021
- 1:1 clarification meetings (optional) - w/c 13 Dec 2021
- Clarification deadline - 4 Jan 2022 at 23:59
- ITT Return Deadline - 17 Jan 2022 at midday

- Standstill period - 19 Feb 2022 - 28 Feb 2022
- Contract Award - 1 Mar 2022
- Service Commencement - 1 Jun 2022

Application is via completed tender submission by the deadline stated above via the council's e-sourcing system InTend which will be used to administrate the process, the system can be accessed free of charge via the web link below:

<https://in-tendhost.co.uk/portsmouthcc.aspx/home>

II.1.5) Estimated total value

Value excluding VAT: £3,000,000

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

Accommodation based support & non-accommodation based (floating) support

Lot No

1

II.2.2) Additional CPV code(s)

- 70333000 - Housing services
- 85312310 - Guidance services
- 85312400 - Welfare services not delivered through residential institutions
- 85312510 - Vocational rehabilitation services
- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKJ31 - Portsmouth

II.2.4) Description of the procurement

Accommodation based support & non-accommodation based (floating) support:

The purpose of the service is to provide housing related support that meets the individual needs of the Service User, to develop their ability to manage their life independently of services and to help them to gain/retain settled and sustainable accommodation.

Support will be delivered in a number of settings within the PO1-PO9 area. This may be PCC owned or leased accommodation units, bed and breakfast accommodation or cross tenure short-term resettlement support.

Currently support is delivered to approximately 45 households, with varying degrees of support need and frequency of visits. These households are predominantly within self-contained flats/maisonettes of varying sizes owned by the council, except for twelve units located in one building with shared kitchen and laundry facilities which the council lease from a private developer.

The Service needs to be reviewed, with the potential to better target the housing related support to homeless families and individuals who are being temporarily accommodated, and this may be across all of the temporary accommodation provision including B&B accommodation, whilst assessments are taking place or whilst they are awaiting the offer of more settled accommodation. Where a need is identified there may be additional short-term resettlement support cross tenure.

The Service Users will be located in the PO1-PO9 area.

Key aspects of accommodation-based support include:

- o Service delivery to Service Users should be provided flexibly with the aim of informing and delivering the Personal Housing Plan and the Support Plan, promoting independence and minimising the risk of harm.

Support services include:

- o Adequate staff resources to enable appropriate support and maintain the Service. Staffing to be provided between 09:00 and 17:30 on weekdays and between 09:00 to 12:30 on Saturdays and Sundays.

- o An allocated keyworker assigned to each Service User who will act as the focal point

and co-ordinator of their support.

- o Regular (minimum weekly) key work sessions for Service Users with ability to adapt and structure these to engage with and meet the needs of the individual.
- o Monthly reviews of the Support Plan to identify barriers to engagement, delivery and adherence to the plan and an on-going risk assessment of service users.
- o Engage with service users to provide holistic support and advice/signposting on matters such as housing, health needs, recovery services, financial support, social support, communication, pet advice, promotion of independence
- o Adherence to Safeguarding procedures and appropriate reporting where safeguarding concerns are identified. Ensuring all staff have a current DBS check.
- o Ensuring staff receive regular training, records are maintained, and issues are reported.
- o Provision of translation and interpreting services as needed to ensure the Service is accessible to all.

Key aspects of non-accommodation based support:

The purpose of this element of the Service is to provide housing related support to homeless families and individuals who are being temporarily accommodated in non-TAS accommodation (including B&B accommodation), located in the PO1 - PO9 area, whilst assessments are taking place or whilst they are awaiting the offer of more settled accommodation. Where a need is identified there may be additional short-term resettlement support cross tenure.

The Service Provider will engage with the Service Users to address their needs, help deliver the individual's support plan and help to facilitate a move on to suitable and settled housing.

Key aspects of support are the same as for accommodation-based support, however support will be delivered at various locations in the PO1-PO9 area, including privately managed B&B accommodation.

The number of customers requiring support may fluctuate with demand and as such the cost of delivering the contract may also vary within the value limits as stated within the short description within this notice. The value of the contract therefore may increase or decrease using the costs as submitted in the cost breakdown model as the mechanism to do this supported by open book costing.

The council is targeting to have awarded the contract on 1 Mar 2022 to allow for service

commencement on 1 June 2022. The contract will be let for an initial term of 3 years which may then run for a further 5 years in increments set by the Council to a total maximum term of 8 years, subject to performance and at the sole option of the Council.

The annual value of the contract is expected to be IRO £150,000 - £200,000 per annum. An open book costing model will be used alongside the contract to agree any variations over the term.

The estimated total value of the contract is approx. £600,000 over the initial term. This is based on the maximum budget available.

II.2.6) Estimated value

Value excluding VAT: £2,000,000

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

Duration in months

96

II.2.14) Additional information

The council reserves the right to award one or any combination of lots, or indeed not to award contracts in respect to any of the available lots.

II.2) Description

II.2.1) Title

Property management

Lot No

2

II.2.2) Additional CPV code(s)

- 70333000 - Housing services
- 85311000 - Social work services with accommodation
- 98340000 - Accommodation and office services

II.2.3) Place of performance

NUTS codes

- UKJ31 - Portsmouth

II.2.4) Description of the procurement

The provider will work with the council, acting as its managing agent, to help manage the safety and security of the accommodation included within the service.

The Service will comprise of the management of approximately 45 units of accommodation, however this number may vary over the life of the contract. These are mostly self-contained flats/maisonettes of varying sizes except for twelve units located in one building with shared kitchen and laundry facilities, all are located within the PO1-PO9 area.

Services to be provided will comprise of but not be limited to ensuring the Accommodation is fit for occupation within 24 hours of it becoming vacant, welcoming new Service Users into the Accommodation, working with Service Users to ensure they comply with the terms and conditions of the licence agreement, carrying out regular property inspections and identifying and reporting repairs to the Council.

The accommodation is either owned by or leased by the council. The council reserves may increase or decrease the number of units and their location and adjust the value of the contract accordingly.

The council is targeting to have awarded the contract on 1 Mar 2022 to allow for service commencement on 1 June 2022. The contract will be let for an initial term of 3 years which may then run for a further 5 years in increments set by the Council to a total maximum term of 8 years, subject to performance and at the sole option of the Council.

The estimated value of the contract is a maximum £100,000 per annum. An open book costing model will be used alongside the contract to agree any variations over the term.

The estimated total value of the contract is approx. £300,000 over the initial term. This is based on the maximum budget available.

II.2.6) Estimated value

Value excluding VAT: £1,000,000

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

Duration in months

II.2.14) Additional information

The council reserves the right to award one or any combination of lots, or indeed not to award contracts in respect to any of the available lots.

Tenderers should be aware that the council are reviewing options in respect to delivering the property management service (lot 2) in-house and will be undertaking an assessment in parallel with invitations and assessment of bids secured from the market via this procurement process. The council will compare developed in-house options with the bids received in order to decide on whether to progress delivery via an award from the procurement process or via an in-house service delivery model.

II.2) Description

II.2.1) Title

Combined lot bid for both lot 1 and lot 2

Lot No

3

II.2.2) Additional CPV code(s)

- 70333000 - Housing services
- 85311000 - Social work services with accommodation
- 85312310 - Guidance services
- 85312400 - Welfare services not delivered through residential institutions
- 85312510 - Vocational rehabilitation services
- 85323000 - Community health services
- 98340000 - Accommodation and office services

II.2.3) Place of performance

NUTS codes

- UKJ31 - Portsmouth

II.2.4) Description of the procurement

Providers are also able to submit a combined lot bid which clearly identifies any

efficiencies, quality gains and/or additional benefits (including added value) that would be achieved through contracting with a single supplier.

Services must be delivered in accordance with the Lot 1 and Lot 2 descriptions. All information remains the same.

II.2.6) Estimated value

Value excluding VAT: £3,000,000

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

Duration in months

96

II.2.14) Additional information

The council reserves the right to award one or any combination of lots, or indeed not to award contracts in respect to any of the available lots.

Tenderers should be aware that the council are reviewing options in respect to delivering the property management service (lot 2) in-house and will be undertaking an assessment in parallel with invitations and assessment of bids secured from the market via this procurement process. The council will compare developed in-house options with the bids received in order to decide on whether to progress delivery via an award from the procurement process or via an in-house service delivery model.

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

As defined within the procurement documentation accessible via

<https://intendhost.co.uk/portsmouthcc.aspx/home>.

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.1.11) Main features of the award procedure

The services covered under the contract are social services and fall under the 'light touch regime'. The Council will execute this procurement process in general accordance with the Open Procedure as set out within the Public Contract Regulations (2015).

IV.2) Administrative information

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

Date

17 January 2022

Local time

12:00pm

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

English

Section VI. Complementary information

VI.3) Additional information

The contract value may increase or decrease throughout the contract term subject to any known or unknown changes to budget allocation, variation of services, or addition of further associated services in order to meet changes in demand or service delivery in accordance with Regulations 72 1) a) to e) of the Public Contracts Regulations (2015).

VI.4) Procedures for review

VI.4.1) Review body

The High Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.justice.gov.uk/>