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Tender

Flexible Purchasing Framework for Social Care Supports

Glasgow City Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2025/S 000-030239

Procurement identifier (OCID): ocids-h6vhtk-051307

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Section I: Contracting authority

I.1) Name and addresses

Glasgow City Council

40 John St, City Chambers

Glasgow

G2 1DU

Contact

Denise Williamson

Email

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Telephone

+44 1412872000

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

www.glasgow.gov.uk

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00196

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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/esop/pts-host/public/pts/web/login.html>

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

Flexible Purchasing Framework for Social Care Supports

Reference number

GCC006407SW

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Glasgow City Health and Social Care Partnership (GCHSCP) has been adapting the way in which individuals access support that meets their needs whilst promoting and maintaining their independence. We recognise that closer engagement with communities, families, carers and individuals we support is required: focussing on the assets and strengths that individuals and their communities already have; to transform the way we all collaborate, maximising the opportunity for individuals to live independent lives and achieve their full potential. Connecting individuals with their communities is a key objective of maximising independence, and access to health and social care support, when needed, can improve health and wellbeing and support individuals to become more resilient.

Self Directed Support (SDS) is a co-production and supportive process involving good conversations with individuals needing support. SDS, alongside other legislation and policies, is intended to respect, protect and fulfil human rights, and aims to ensure that care and support is delivered in a way that supports choice and control over one's own life and which respects individual's right to participate in society.

SDS applies across all ages, including unpaid carers and children ensuring:

- Disabled people have the same freedom and choices as others.

- People get the support they want, where and when they want it.
- People can get support at the right time, before a crisis or emergency happens.

Glasgow City Council has a statutory duty to assess care needs and establish eligibility for social care services under the Social Care (Self Directed Support) (Scotland) Act 2013. The Flexible Purchasing Framework for Social Care Supports will be the mechanism through which the Council discharges its duties for SDS Options 2, 3, and aspects of option 4.

This is a multi supplier and multi lot unranked Framework and there is no limit to the number of providers that can be awarded to the Framework. The Framework is expected to run for four (4) years, commencing 1st February 2026 and ending on 31st January 2030.

The Council will have the option to extend the Framework for one or two consecutive periods, not exceeding twelve months in each case.

The Framework Agreement will be based on Care Groups to deliver support to people:

- Older People over 65 yrs old and / or under 65 with early onset dementia.
- Adults Learning Disability - including people with learning disabilities and autism, people who have learning disabilities with a physical disability, or any combination of these.
- Adults Physical Disability - people who have a physical disability without a learning disability.
- Adults Mental Health - people with mental health and/or related conditions, including Huntington's and people with neurodiversity who have no learning disability.
- Children and Young People with a disability.

The Framework Agreement also includes an additional requirement for when the Council determines needs cannot be met under one of the Care Groups above.

Bidders will be invited to submit their pricing schedule for the Categories of Support they are able to offer to help the Council achieve its aims and objectives to help individuals to live as independently as possible and to deliver on its statutory duties. These are:

- Care and support services (personal and non-personal care)
- Day opportunities/employability supports community based
- Day opportunities/employability supports building based
- Short Breaks community based

-Short Breaks building based (Children and Young People with a Disability only)

-Any additional supports offered by Providers including Technology Enabled Care and Support

GCHSCP concluded a review of the access to social work services in 2024 to ensure our approach is fair and equitable for those eligible for services. The GCHSCP eligibility criteria will focus on those with substantial and critical need.

II.1.5) Estimated total value

Value excluding VAT: £600,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

Older People

Lot No

1

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

Care Group Lot 1 is the provision of social care supports for Older People and will be underpinned by the principles of reablement and maximising independence. Providers should deliver support focusing on a strength based approach with the aim to build people's confidence in their ability to help themselves, increase their independence and potentially reduce dependency on long term care and support provision.

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

Duration in months

72

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

Care Group Lot 1 - Older People - people over sixty five (65) years old and / or people under sixty five (65) with early onset dementia.

Further detail on the requirements for this Care Group Lot is contained within the tender documentation.

II.2) Description

II.2.1) Title

Learning Disability

Lot No

2

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

Care Group Lot 2 is the provision of social care supports for individuals with a learning disability. Providers should deliver support focusing on a strength based approach with the aim to build individual's confidence in their ability to help themselves, increase their independence and potentially reduce dependency on long term care and support provision.

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

Duration in months

72

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

Care Group Lot 2 – Learning Disability - people aged between sixteen (16) and sixty five (65) years old including people with learning disabilities and autism, people who have learning disabilities with a physical disability, or any combination of these.

Further detail on the requirements for this Care Group Lot is contained within the tender documentation.

II.2) Description

II.2.1) Title

Physical Disability

Lot No

3

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

Care Group Lot 3 is the provision of social care supports for individuals with a Physical Disability. Providers should deliver support focusing on a strength based approach with the aim to build individual's confidence in their ability to help themselves, increase their independence and potentially reduce dependency on long term care and support provision.

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

Duration in months

72

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

Care Group Lot 3 – Physical Disability - people aged between sixteen (16) and sixty five (65) years old who have a physical disability without a learning disability.

Further detail on the requirements for this Care Group Lot is contained within the tender documentation.

II.2) Description

II.2.1) Title

Mental Health

Lot No

4

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

Care Group Lot 4 is the provision of social care supports for individuals with Mental Health. Support services will have an emphasis on recovery models, promoting independence, empowerment and participation in community life. Key to the delivery of mental health support is a focus on early intervention and prevention to maintain mental health well-being and sustain community living.

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

Duration in months

72

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

Care Group Lot 4 – Mental Health - people between sixteen (16) and sixty five (65) years old with mental health and/or related conditions, including Huntington's and people with neurodiversity who have no learning disability.

Further detail on the requirements for this Care group Lot is contained within the tender

documentation.

II.2) Description

II.2.1) Title

Children and Young People With a Disability

Lot No

5

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

Care Group Lot 5 is the provision of social care supports for Children and Young People with a Disability. The Provider will provide support and assistance to families where a child / children are affected by disability (age range birth up to 19th birthday). Providers will adopt a strength based approach and whilst providing direct care and support will deliver safe care, promote resilience, developmental opportunities, and improve outcomes for individuals / families. Providers will operate a child-centred approach encouraging, promoting, and developing skills and abilities wherever possible.

Providers will also engage positively with parents and carers to provide support, develop confidence, promote positive parenting approaches, and where appropriate, adopt a holistic family based approach in supporting the household as a whole.

Providers supporting children and young people with a disability must provide services and support that reflect SHANARRI outcome indicators, the principles of The Promise Scotland, and ensure services and support are age appropriate.

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

Duration in months

72

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

Care Group Lot 5 – Children and Young People from birth up to their 19th birthday and only includes children and young people with a disability.

Consideration may be given for building based short breaks outwith the Glasgow boundary for children and young people with a disability only .

Further detail on the requirements for this Care Group Lot is contained within the tender documentation.

II.2) Description

II.2.1) Title

Bespoke Requirements

Lot No

6

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

Lot 6 is for the provision of social care supports for individuals with multiple support needs and who the Council has determined require bespoke support that cannot be met within the Framework Lots 1-5. The decision on whether Lot 6 is to be used is exclusively at the Council's discretion.

Some examples of where Lot 6 may be used;

Where the individual (adult) also requires accommodation options.

Where the individual has experienced multiple breakdowns in their support.

It is anticipated that this lot will apply to all or multiple care groups.

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

Duration in months

72

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

Lot 6 cannot be bid for as a standalone Lot, Bidders submitting a bid for Lot 6 must also submit a bid for any of Care Group Lots 1 – 5 in any Category of Support. There are no award questions for Lot 6. If a bidder opts to bid for Lot 6 they should specify this in the relevant section in PCS-t. Further detail on the requirements for this lot are contained within the tender documentation.

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 will be assessed to establish if they meet the exclusion, selection and minimum criteria as detailed in this Contract Notice and Invitation to Tender.

Bidders who are subsequently appointed to the Framework shall, during the lifetime of the Framework Agreement, inform the Council immediately of any material changes to the information provided in their submission in relation to economic and financial standing. The Council notes Regulation 60(9) and 60(11) of the Public Contracts (Scotland) Regulations 2015 and reserves the right to refuse to award a contract following a mini-competition should the Bidder no longer meet the requirements set out in the SPD.

Bidders that do not have any current social care registration or require to re-register deactivated services do not meet the minimum criteria to apply to this Framework. Bidders may bid to join at a future re-opening should they meet the requirements at a future date.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

This information is contained within the procurement documents.

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.1.3) Information about a framework agreement

The procurement involves the establishment of a framework agreement

In the case of framework agreements, provide justification for any duration exceeding 4 years:

This contract is being tendered under the Light Touch Regime Schedule 3 to the Public (Contract) Scotland Regulations 2015. It is a multi supplier unranked Framework. In order to support growth and innovation within the social care sector, the Council may re-open the Framework once a year, on the anniversary date, for the duration of the contract.

IV.1.10) Identification of the national rules applicable to the procedure

Information about national procedures is available at:

http://www.legislation.gov.uk/ukxi/2015/102/pdfs/ukxi_20150102_en.pdf

IV.1.11) Main features of the award procedure

Awards to Care Group Lots 1-5 will be made based on tenders representing the best price/quality ratio taking into account quality and sustainability

Scored Award Questions 60% (minimum criteria applies) -

Care Group Lot Specific Service Delivery Question 25%

Care Group Lot Specific Case Study Question 20%

Generic Fair Work First Question 15%

Community Benefits and a Sustainability Statement- Mandatory- Pass/Fail

Commercial - Schedule of Rates- 40% Averaged Best Price Per Care Group Lot

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-021238](#)

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

Date

5 August 2025

Local time

12:00pm

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

English

Section VI. Complementary information

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The Framework may be used to purchase supports resulting from other Council non statutory assessment processes. Please refer to Framework Agreement Section 5D.

Bidders who fail to achieve minimum scores of 60 in each award question will be disqualified from the relevant Care Group Lot(s) where minimum criteria is not met.

Bidders must be successful in being awarded to one or more of Lots 1-5 to also be awarded to Lot 6.

Successful Bidders will be awarded business via direct award and mini competition, as detailed in the Framework Agreement.

The following are pass/fail selection criteria. Full details in procurement documents.

- Bidders are required to provide three (3) years audited accounts and complete a Financial Viability Template and pass all financial probity checks. Bidders who have been trading for less than three years must provide evidence that they have met the above minimum financial requirements for the period in during which they have been trading.

Health & Safety - Bidders may already hold a UKAS accredited OHSAS 18001 certificate or be evaluated in a member scheme of the Safety Schemes in Procurement (SSIP). Where the Bidder does not satisfy the above certification, they will require to complete GCC's Health & Safety Vetting Questionnaire.

- Bidders are required to provide a covering letter from their Insurance Broker confirming insurance levels detailed in the ITT OR bidders must commit to obtain these insurances by contract commencement. Bidders must provide copies of all related certificates.

Care Inspectorate - Where registration is required Bidders must confirm they have appropriate registration relevant to Care Group Lots and Categories of Support they bid for OR bidders may commit to obtain a variation by Contract Commencement.

The Council reserves the right to disqualify any Bidder if they have any active formal urgent

or emergency enforcement measures in place from the Care Inspectorate (or equivalent) in relation to the registrations relating to this contract.

Bidders are required to confirm Care Inspectorate minimum grade 3 as outlined in the ITT.

- Bidders must commit to ensuring that all staff involved in the delivery of services to individuals will comply with all SSSC registration requirements, as required.
- Bidders must confirm all staff involved in delivery of services and working with Individuals will undergo and pass a full PVG Disclosure checks.
- Bidder must confirm the contract will be delivered in compliance with the requirements of the Health and Care (Staffing) (Scotland) Act 2019 and they will have in place all Policies listed in the Agreement.
- Bidders to complete all certificates in PCS-t.

Please note: Economic operators may be excluded from this competition if there are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

The Council reserves the right at its own discretion to seek such other information from the Bidder in accordance with Regulation 61(7) or Regulation 61(8) of the Public Contracts (Scotland) Regulations 2015 to prove the Bidder's economic and financial standing.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 29383. For more information see:

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

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

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:

Information related to the Community Benefits requirements for this tender are contained within the Community Benefits ITT document.

(SC Ref:800534)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

Sheriff Clerks Office PO Box 23 1 Carlton Place

Glasgow

G5 9DA

Email

glasgow@scotcourts.gov.uk

Telephone

+44 1414298888

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/the-courts/court-locations/glasgow-sheriff-court-and-justice-of-the-peace-court>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Glasgow City Council ("the Council") must, by notice in writing as soon as possible after the decision has been made, inform all bidders

and candidates concerned of its decision to award the contract, conclude the Framework Agreement or establish a dynamic purchasing

system. The Council must allow a period of at least the relevant standstill period (where the notice is sent by facsimile or electronic means

the period is 10 days ending at midnight at the end of the 10th day after that on which the last notice is sent, when sent by other means the

period is 15 days) to elapse between the date of despatch of the notice referred to in Regulation 85(1) of the Public Contracts (Scotland)

Regulations 2015 ("The Regulations"). The Council is obliged to comply with the regulations and any eligible economic operator can bring

an action in the Sheriff Court or the Court of Session where as a consequence of a breach by the Council, suffers or risks suffering loss or

damage. The bringing of court proceedings during the standstill period means that the council must not enter into the contract, conclude the

framework agreement or establish the dynamic purchasing system unless the proceedings are determined, discontinued or disposed of: or

the court, by interim order, brings to an end the prohibition. The bringing of court proceedings after the standstill period has elapsed and the

remedies that are available to the courts are detailed in the Regulations. Economic operators can write to the Council seeking further

clarification on the notice, to which the Council must respond within 15 days. Economic Operators should be mindful to seek their own

independent legal advice when they consider appropriate to do so.