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Contract

Time Limited Housing Support Framework Agreement - 2024 - HC

The Highland Council

F03: Contract award notice

Notice identifier: 2025/S 000-030663

Procurement identifier (OCID): ocds-h6vhtk-04571d

Published 6 June 2025, 3:16pm

Section I: Contracting authority

I.1) Name and addresses

The Highland Council

Glenurquhart Road

Inverness

IV3 5BX

Contact

Special Projects Category Management Team

Email

CPSSprocurement@aberdeencity.gov.uk

Telephone

+44 1463702386

Country

United Kingdom

NUTS code

UKM6 - Highlands and Islands

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00045

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Time Limited Housing Support Framework Agreement - 2024 - HC

Reference number

HC/PI-H&C/HSFW/2024

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.1.4) Short description

AWARDED - Lot 1 only. Lot 2 Not Awarded

The Highland Council has awarded the Framework Agreement (hereinafter may be referred to as “Framework or FW”) with a number of suitably competent, qualified and experienced Contractors to provide Time Limited Housing Support Services for various service users/requirements for the Highland Council Area, on an ‘as and when’ required basis.

The Council shall give no guarantee of the volume of work or orders, if any, to be undertaken in relation to the Framework.

The Framework shall be divided into lots by type of service required and sub-lots by geographical area, where applicable, as follows:

Lot 1 - Housing Support (Time Limited) [HS], Sub-Lots: Geographical Area:

Sub-Lot A Caithness & Sutherland

Sub-Lot B Wester Ross, Skye, Kyle of Lochalsh

Sub-Lot C Lochaber

Sub-Lot D Inner Moray Firth

Lot 2 - Youth Independent Living Housing Support (Time Limited) [YILHS], Geographical Area: (No sub-lots) To provide services across the Highland Council Area.

The Framework shall be for a 24 month period, with the option of multiple extensions to be extended by up to 24 months, subject to each lot / sub-lot (where applicable) requirements i.e., each lot / sub lot may be extended independently of each other (each lot / sub lot evaluated and awarded independently), and by mutual agreement.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £4,113,000

II.2) Description

II.2.1) Title

Lot 1 - Housing Support (Time Limited) [HS]

Lot No

1

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

The Highland Council Area

II.2.4) Description of the procurement

AWARDED - Lot 1 only.

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Sub-Lot A Caithness & Sutherland

Sub-Lot B Wester Ross, Skye, Kyle of Lochalsh

Sub-Lot C Lochaber

Sub-Lot D Inner Moray Firth

ITT: excerpt/part details

APPOINTMENT TO THE FRAMEWORK:

e) All Contractors submitting a Most Economically Advantageous Compliant Tender (MEAT) shall enter the Framework for Lot 1 Sub-Lot(s) (where applicable) they have applied for.

f) The Council shall Rank the Tenders submitted according to their scores in terms of the evaluation criteria, as set out in this tender document (ITT), 15.

CALL-OFF – ORDERS (CALL-OFF CONTRACTS):

g) Orders / referrals (Call-off Contracts) shall be awarded on an as and when required basis by placing of an order with the Contractor.

h) The first-ranked Contractor shall be approached initially, and if unable to meet the requirement, the second-ranked Contractor shall be approached and so on.

If the first ranked Contractor confirms they do not have capacity to undertake the work, or there are other relevant issues such as conflict of interest or the Contractor has removed

themselves from the Framework, in which case the second ranked Contractor shall be awarded the call-off contract (order). If the second ranked Contractor cannot meet the need, by reason of issues detailed above, the third ranked Contractor should be approached and so on.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

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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

AWARDED - Lot 1 only. Lot 2 Not Awarded

Please note the awarded suppliers are NOT apart of A "group of economic operators".

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

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: [2024/S 000-031380](#)

Section V. Award of contract

Lot No

1

Title

Lot 1 - Housing Support (Time Limited) [HS]

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 June 2025

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

New Start Highland

9 Carsegate Road North

Inverness

IV3 8DU

Email

iainherd@newstarthighland.org

Telephone

+44 1463715615

Country

United Kingdom

NUTS code

- UKM62 - Inverness & Nairn and Moray, Badenoch & Strathspey

Internet address

www.newstarthighland.org

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Salvation Army Trustee Company(The)

Territorial HQ, 1 Champion Park

London

SE5 8FJ

Email

business.development@salvationarmy.org.uk

Telephone

+44 07702942133

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.salvationarmy.org.uk

The contractor is an SME

No

V.2.3) Name and address of the contractor

CrossReach (the operating name for The Church of Scotland Social Care Council)

47 Milton Road East

Edinburgh

EH15 2SR

Email

tenders@crossreach.org.uk

Telephone

+44 1316572000

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.crossreach.org.uk

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £4,113,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 3 %

Short description of the part of the contract to be subcontracted

Awarded Suppliers Temporary Staff as a when required, to cover for staff shortages due to vacancies/sickness etc.

Bidders were entitled to propose sub-contractors in their tender submission – note Schedule of Approved Sub-Contractors Form of the ITT.

Throughout the course of the Framework Agreement/Call-Off Contracts, any additional proposed or substitute sub-contractors must be authorised by the Council prior to their participation in the delivery of the services. The Council shall require the same level of minimum requirements for each additional proposed or substitute sub-contractor as is stipulated for bidders in this Framework Agreement.

Section VI. Complementary information

VI.3) Additional information

The buyer was using PCS-Tender to conduct this ITT exercise. The Project code is 27632.

Please note the awarded suppliers are NOT apart of A "group of economic operators"

ITT: excerpt/part details

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(SC Ref:800743)

VI.4) Procedures for review

VI.4.1) Review body

Inverness Sheriff Court and Justice of the Peace Court

The Inverness Justice Centre, Longman Road

Inverness

IV1 1AH

Email

inverness@scotcourts.gov.uk

Telephone

+44 1463230782

Country

United Kingdom

Internet address

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