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Contract

2223-0170 Home Care Flexible Framework

Islington Council

F03: Contract award notice

Notice identifier: 2024/S 000-031060

Procurement identifier (OCID): ocds-h6vhtk-03c256

Published 27 September 2024, 4:32pm

Section I: Contracting authority

I.1) Name and addresses

Islington Council

London

Email

procurement@islington.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

<http://www.islington.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

2223-0170 Home Care Flexible Framework

Reference number

DN666399

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Home care is a key component of Islington's Adult Social Care vision to support residents to live healthy, fulfilling and independent lives; maximising independence and connecting them with their community, ensuring equality and fairness throughout.

Home Care, also known as Domiciliary Care, covers a wide range of activities, including but not limited to, personal care; reablement; support with medication and household tasks to support people with long-term care needs in the community. Residents may require these services for a short period to recover from illness or injury for example, or for a longer period to allow them to remain safe, independent and living in their own home.

Our ambitions for Home Care centres around four key areas:

- Improving outcomes for residents through a personalised, strengths-based approach that maximises wellbeing and independence for all

- Ensuring capacity within high quality provision able to meet diverse needs and fluctuations in demand
- Driving a more inclusive economy through fair pay and good conditions for the care workforce; and community wealth building

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- Delivering greater value for money by better managing demand, preventing or delaying escalation of need

To enable an integrated approach to home care, through locality-based provision the borough will be divided three localities: North, South and Central.

As the value of the contract is above the threshold for wider advertising of the opportunity, a Contract Notice will be published on Contracts Finder and Find a Tender (FTS).

This procurement is being conducted in accordance with the Public Contracts Regulations 2015 (the PCR). The procurement is subject to the 'light-touch regime' under Section 7 Social and Other Specific Services of Part 2 of the PCR. Under Regulation 76 the Council is free to establish a procedure, provided that the procedure is sufficient to ensure compliance with the principles of transparency and equal treatment of economic operators (service providers) and is initiated by a contract notice. The Council has utilised the flexibility allowed under the 'light-touch regime' to design a process that will ensure a robust assessment of providers prior to being appointed to the framework agreement, and to allow flexibility around procedures for placement of individual service users. The procedure the Council has designed is based on the open procedure.

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: £170,000,000

II.2) Description

II.2.1) Title

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Guaranteed hours/ minimum hours threshold

Mixed sized bundles of guaranteed hours contracts across North, Central and South localities in Islington will then be awarded. This element of the process will see the Council discuss with each provider to determine capacity for the number of hours on offer across a locality, as well as preferences as to which locality each provider wants to work in.

The bundles of guaranteed hours will be below anticipated demand so providers will be able to exceed contracted (guaranteed) hours but not under-deliver once the service is fully implemented. The purpose of the guarantee is to ensure that the provider has a guaranteed payment to enable a more sustainable service. The guaranteed hours will also form the minimum hours threshold for the contract (i.e. the minimum hours that must be delivered by the appointed provider per year).

The hours will only be guaranteed and required to be delivered following a mobilisation period to be agreed between the Council and the successful provider(s) where the provider will incrementally increase their hours. It is anticipated that mobilisation period will be six to

twelve months and ongoing progress will be monitored on a regular basis to support providers to meet the minimum hours.

II.2.5) Award criteria

Quality criterion - Name: Social value / Weighting: 20

Quality criterion - Name: Service delivery / Weighting: 25

Quality criterion - Name: Customer care / Weighting: 15

Quality criterion - Name: Monitoring Performance, Quality Assurance and Continuous Improvement / Weighting: 15

Quality criterion - Name: Strategic Partnerships and Innovation / Weighting: 10

Price - Weighting: 15

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) Description

II.2.1) Title

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

There will be no guaranteed business and delivery of Social Value will be proportionate to contracted number of hours. Social Value deliverables will be monitored as part of contract management.

All providers that meet the minimum requirements in the method statement questions in Part 4 of the ITT and meet requirements for pricing will be appointed to the Lot 2 Framework. This appointment may include the allocation of the provider to a particular specialism, though providers without a specialism will also be appointed.

Lot 2 bids will be evaluated after Lot 1 bids, with those unsuccessful in being appointed to Lot 1 but still meeting the minimum requirements for that Lot then being automatically appointed to the Lot 2 Framework.

Lot 2 may be reopened at the Council's discretion. The decision is likely to be based on the capacity across the Lot 2 Framework, especially where there has been provider failure, or the presence of new, innovative providers entering the market.

II.2.5) Award criteria

Quality criterion - Name: Social value / Weighting: 20

Quality criterion - Name: Service delivery / Weighting: 30

Quality criterion - Name: Customer care / Weighting: 20

Quality criterion - Name: Monitoring Performance, Quality Assurance and Continuous Improvement 15 / Weighting: 15

Price - Weighting: 15

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

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-011362](#)

Section V. Award of contract

Contract No

2223-0170

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 August 2024

V.2.2) Information about tenders

Number of tenders received: 201

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

V.2.3) Name and address of the contractor

Eazy Innovations C.I.C.

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Care Central Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Goldsmith Personnel Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Homedotcare Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

MiHomecare Limited

Nottingham

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.3) Name and address of the contractor

Nema Home Care Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Prime Way Care Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Rather Home Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Vista Care Solutions Limited T/A Sunlight Care Group

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

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

Total value of the contract/lot: £170,000,000

Section V. Award of contract

Contract No

2223-0170

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 August 2024

V.2.2) Information about tenders

Number of tenders received: 201

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

V.2.3) Name and address of the contractor

Bright Future Care Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Cera Care Operations

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.3) Name and address of the contractor

Circle of Care Service Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Hartwig Care Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.3) Name and address of the contractor

Immediate Quality Care Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

J.C.Michael Groups Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Kaamil Education Ltd Trading As Daryel Care

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

London Care Limited

Nottingham

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.3) Name and address of the contractor

Pringle's Care Services Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

River Garden Care Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Sterling Standard Care Group Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

SUPREME COMPANY AND SONS LTD T/A SUPREME HOME CARE

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Thames Homecare Service Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Temp Exchange Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

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

Total value of the contract/lot: £170,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Islington Council

London

Country

United Kingdom