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Tender

Carers Support Service – Lead Provider

Milton Keynes City Council

F02: Contract notice

Notice identifier: 2024/S 000-032142

Procurement identifier (OCID): ocds-h6vhtk-0437c5

Published 7 October 2024, 5:00pm

Section I: Contracting authority

I.1) Name and addresses

Milton Keynes City Council

Civic Office, 1 Saxon Gate East

Milton Keynes

MK9 3EJ

Email

corporateprocurement@milton-keynes.gov.uk

Country

United Kingdom

NUTS code

UKJ12 - Milton Keynes

Internet address(es)

Main address

<https://in-tendhost.co.uk/milton-keynes/asp/Home>

Buyer's address

<https://www.milton-keynes.gov.uk>

I.3) Communication

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

<https://in-tendhost.co.uk/milton-keynes/asp/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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

Carers Support Service – Lead Provider

Reference number

2024-121

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Milton Keynes City Council are currently out to tender for the provision of a Lead Provider for its Carers Support Service. This is being procured as an open tender under the light touch regime. The overarching purpose of the provision of Carers' Support Services is to ensure that carers who are caring for a family member, friend or neighbour who are ordinarily resident in Milton Keynes, are supported to maintain a positive sense of their own health and wellbeing and Continuing their caring role, in a way that is safe for them. The Lead Provider organisation forms part of the tiered approach of the Carers' Support Services. The tiered approach encompasses levels of support and specialism. It has a lead provider, who provides overarching Information advice and guidance and acts as a single point of access. It then has a number, of specialist organisations(not included in this tender) who work in collaboration to meet the needs.

II.1.5) Estimated total value

Value excluding VAT: £825,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description**II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services
- 85310000 - Social work services
- 85312000 - Social work services without accommodation
- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKJ12 - Milton Keynes

II.2.4) Description of the procurement

Milton Keynes City Council are currently out to tender for the provision of a Lead Provider for its Carers Support Service. This is being procured as an open tender under the light touch regime. The duration of the contract will be for 3 years with an option to extend for a further 2 years. The overarching purpose of the provision of Carers' Support Services is to ensure that carers who are caring for a family member, friend or neighbour who are who are ordinarily resident in Milton Keynes, are supported to maintain:- A positive sense of their own health and wellbeing- Continuing their caring role, in a way that is safe for them. The Lead Provider organisation forms part of the tiered approach of the Carers' Support Services. The tiered approach encompasses levels of support and specialism. It has a lead provider, who provides overarching Information advice and guidance and acts as a single point of access. It then has a number, of specialist organisations who work in collaboration to meet the needs. The specialist organisations (not included in this tender) will cover the areas of:- Young Carers and Young Adult Carers- Mental Health- Learning Disability and Neurodivergence- Older People. The Lead Provider will deliver the following services and activities:- The service will deliver a single, well-informed Single Point of Access (SPA) for Carers- Triage all referrals within 3 working days, identifying those that need to be referred to ASC as a matter of urgency. A wellbeing assessment is completed, to identify where the carer needs advice and referral made to the specialist organisation if required. Carers details will be shared seamlessly between organisations, with consent.- Complete contingency planning and recommend/ encourage carers to have a carers conversation with MKCC- Share contingency plans with MKCC Adult or Children's Social Care- Advice, information and emotional support to Carers, on all issues relating to their caring role. This support is to be given by telephone, face to face or using electronic media on an individual basis or in group settings, in home visits, community venues or at the carer's service offices. The service will be available at times and venues within Milton Keynes which are convenient and accessible for all Carers.- Benefits advice and representation; other financial advice and information relating to caring matters. To deliver debt and financial advice the provider is required to be Finance Conduct Authority (FCA) regulated.- To develop the use of volunteers who have had experience of being a Carer, to offer a befriender/buddying service which will keep in regular touch with isolated Carers by phone or in person.- The model does not include all conditions of the cared for. The Lead provider may work with other organisations to provide specific support for these carers.- Develop a peer support network for carers- Production and distribution of a regular Carer's Newsletter in paper form, on a website or using any other electronic method of disseminating useful information about local and national developments of interest to Carers.- And more which are detailed in the service specification. The service will be delivered under a branded name. This will support a 'no wrong door' approach to providing support to carers, that is easily identifiable. The provider will have a base in Milton Keynes, if this is not suitable for carers to access then use of local community facilities at dedicated times and

days is to be communicated.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £825,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

A provision to extend for a period of 24 months

II.2.10) Information about variants

Variants will be accepted: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As stated in the procurement documents

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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 000-003988](#)

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

Date

7 November 2024

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

7 November 2024

Local time

12:00pm

Place

Milton Keynes City Council - Remote Opening via In-Tend

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2029

VI.2) Information about electronic workflows

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

High Court Royal Court of Justice

London

WC24 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Council will incorporate a minimum 10 calendar day standstill period at the point information on the award of the Contract is communicated to tenderers. Applicants who are unsuccessful shall be informed by the Contracting Authority as soon as possible after the decision has been made as to the reasons why the Applicant was unsuccessful. Applicants may seek further clarification from the Contracting Authority following receipt of this information and the Contracting Authority will provide further clarification as appropriate. If any clarification regarding the award of the Contract has not been successfully resolved, an Applicant can consider its option under the Public Contracts Regulations 2015. Applicants would need to obtain their own legal advice.