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Tender

## **Carer Wellbeing Assessment Service**

Denbighshire County Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2022/S 000-033180

Procurement identifier (OCID): ocids-h6vhtk-03878c

Published 23 November 2022, 11:05am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Denbighshire County Council

Russell House

Rhyl

LL18 3DP

#### **Email**

[Alison.Hay@denbighshire.gov.uk](mailto:Alison.Hay@denbighshire.gov.uk)

#### **Telephone**

+44 1824706508

#### **Country**

United Kingdom

#### **NUTS code**

UKL13 - Conwy and Denbighshire

**Internet address(es)**

Main address

[www.denbighshire.gov.uk](http://www.denbighshire.gov.uk)

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0280](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0280)

**I.3) Communication**

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

<https://supplierlive.proactisp2p.com/Account/Login>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com/Account/Login>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://supplierlive.proactisp2p.com/Account/Login>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Carer Wellbeing Assessment Service

#### **II.1.2) Main CPV code**

- 85300000 - Social work and related services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Council wishes to commission a new support service for unpaid adult carers living, or caring for a citizen(s) in Denbighshire and is offering the opportunity for interested organisations to submit a bid for the new Carer Support Service.

The purpose of the service is to help unpaid carers to sustain their caring role and enjoy a life of their own alongside their caring role, that meets their needs and ensures individual carers have access to:

- Clear Information, advice and assistance (including those who might not be online.)
- User-friendly What Matters Conversations (assessments).
- Have a life of their own and take part in community activities.
- Support to stay emotionally and physically well.
- Promotes financial wellbeing.
- Support to enter or stay in work, education or training.
- Supporting unpaid carers to have a voice about services for the cared for person and themselves.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 98000000 - Other community, social and personal services

### **II.2.3) Place of performance**

NUTS codes

- UKL13 - Conwy and Denbighshire

### **II.2.4) Description of the procurement**

Carer Support Service - Overview

Denbighshire's Carers Charter - Everyone recognises and values the contribution that unpaid carers make. To ensure that all carers receive understanding and the best quality support.

Denbighshire County Council recognises and values the contribution unpaid carers make to society and the work they do in caring for those who could not manage without their help and support to remain living at home and in the local community.

The Council wishes to commission a new support service for unpaid adult carers living, or caring for a citizen(s) in Denbighshire and is offering the opportunity for interested organisations to submit a bid for the new Carer Support Service.

The contract for the Carers Support Service will be awarded for 3 years with an opportunity to extend the period for a further 2 years' subject to review.

The purpose of the service is to help unpaid carers to sustain their caring role and enjoy a life of their own alongside their caring role, that meets their needs and ensures individual carers have access to:

- Clear Information, advice and assistance (including those who might not be online.)
- User-friendly What Matters Conversations (assessments).
- Have a life of their own and take part in community activities.
- Support to stay emotionally and physically well.
- Promotes financial wellbeing.

- Support to enter or stay in work, education or training.
- Supporting unpaid carers to have a voice about services for the cared for person and themselves.

We are keen to encourage service development, coproduction, partnership working and flexibility, whilst also ensuring that more innovation is created, within the service provision. Delivering clear outcomes for unpaid carers is an essential part of the service delivery and we are committed to working with local unpaid carers and commissioning quality services that are person centred, coordinated and outcome focused.

Early intervention and prevention is critical and we need to consider what can be done to help unpaid carers from reaching crisis point. This service also links with the wider range of preventative services that are commissioned to support carers to maintain their caring role but also while enabling them to enjoy a life of their own alongside their caring responsibilities.

The National Strategy for Unpaid Carers sets out the Welsh Government's key priority areas for unpaid Carers and recent Charter reinforces knowledge about Carers Rights, which were legislated for in the Social Services and Wellbeing (Wales) Act 2014. The service is expected to support and align with the National, Regional and Denbighshire County Council's local priorities to ensure the best outcomes for unpaid carers and those they support to remain independent and living at home.

The service whilst focused across the whole of Denbighshire will also be expected to meet local needs. Ensuring the service is accessible, provided in community locations, close to where people live and is inclusive and offers flexibility for working carers who for example need information and advice outside of normal office hours.

This service has TUPE implications, please see the attached TUPE information contained in the tender documentation

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Form of procedure**

Open procedure

### **IV.2) Administrative information**

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

Date

3 January 2023

Local time

12:00pm

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

English, Welsh

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## **Section VI. Complementary information**

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

1. Log in to PROACTIS at <https://supplierlive.proactisp2p.com>
2. If you are already registered on the Proactis portal please Login and start at Step 14 if not go to STEP 3
3. Click "Sign Up" button at the bottom of the window
4. Enter your Organisation Name, address and Primary Contact Details. You will need to

create the Organisation ID and User

Name. If you have a generic email address for your organisation e.g. [tenders@xxx.co.uk](mailto:tenders@xxx.co.uk) then please use this as the primary contact email

address.

5. Please note the Organisation ID and User Name, then click “Register”

6. You will receive an email asking you to “Click here to activate your account”. This takes you to Enter Organisation Details.

7. Please enter the information requested, click the “>” on the screen and follow the instructions ensuring that you enter all applicable details.

8. In the Classification screen please ensure that you select the Product Classification Codes (CPV Codes) that appear in the tender notice.

Please ensure that the selected codes are relevant to your business to ensure that you get notification of opportunities that are of interest.

9. In the Buyers screen please select Denbighshire County Council (you may register with other organisations if you wish)

10. In the Primary Contact Details screen please ensure that all information is complete. (Please see note 4 above)

11. Accept the Terms and Conditions and then click “>”. This takes you to the Welcome window.

12. In the Finish screen please enter a new password and note all your Login details for future reference.

13. Now click “Complete Registration” and you will enter the Supplier Network page.

14. On the centre of the screen click “Opportunities”. This will take you to the list of current opportunities available to you.

15. Click the “>” that relates to this notice, this will take you into the PQQ or Tender Request and click “Register Interest”. Note there may be several opportunities that appear on this screen, please ensure that you select the correct one.

16. In the “Your Opportunities” screen please note the closing time and date for completion of the relevant project. Please review the

“Items” tab (Tender stage only) and the Documents tab (PQQ and Tender stages) as there will be information relating to the project held

here. The Documents are accessed by clicking the down arrow underneath the General tab. Please ensure that you download all documents to your PC as you will be required to complete and upload some of them as part of your submission. There are instructions on how to complete your submission in the Guidance for Bidders document.

17. You can now either create your response”, or “Decline” this opportunity

Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority’s economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

As detailed in the tender documentation

(WA Ref:126394)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom