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Tender

HAC5943 - Mental Health Supported Living Services

Tower Hamlets

F02: Contract notice

Notice identifier: 2023/S 000-034106

Procurement identifier (OCID): ocds-h6vhtk-041adb

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Section I: Contracting authority

I.1) Name and addresses

Tower Hamlets

160, Whitechapel Road

London

E1 1BJ

Contact

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Country

United Kingdom

Region code

UKI42 - Tower Hamlets

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://procontract.due-north.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com>

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

HAC5943 - Mental Health Supported Living Services

Reference number

DN698529

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The procurement of mental health supported living services located within the borough to provide support to residents unable to live independently as a result of serious mental illness. These settings are intended for service users with mental ill-health who may have had a significant admission to institutional care under The Mental Health Act. The services aim to offer a viable alternative to residential care settings, delivering support relating to tenancy management, activities of daily living, mental health recovery and any wider support needs such as substance misuse or involvement with the criminal justice system.

The Local Authority is seeking to procure three supported living contracts;

Lot 1

Huddleston Close (11 high support units)

Lot 2

Teresa House (16 high support units)

Hamlets Way (16 high support units)

Grand Union Place (8 step down units)

Lot 3

Cannon Street Road (20 high support units)

Bidders may choose to bid for any Lot singularly or multiple Lots in any combination

Contract term is three years plus two optional 12 month extensions.

Successful provider/s will be required to deliver support services to service users that will enable service users to develop the life skills required to maintain their independence within the community thus preventing unnecessary use of more institutional forms of care and hospital admissions.

Further details on the Authority's requirements can be found in the Specification and other Tender documents.

II.1.5) Estimated total value

Value excluding VAT: £7,561,020

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot 1 – Huddleston Close

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

- UKI42 - Tower Hamlets

II.2.4) Description of the procurement

Lot 1 – Huddleston Close

This Service will provide support to service users in 11 high support units.

This Service will be reconfigured during the Contract Period to support service users most disabled by their mental ill-health. Service users presently residing in Huddleston Close will be supported to move on to a mainstream or independent in order to facilitate the creation an intensive needs service.

This Service will offer higher levels of support in comparison to the wider supported living pathway. Service users may have treatment resistant mental health needs that may be complicated by substance misuse, challenging behaviours including low level offending and long-term physical health conditions. Service users may lack routine and have increased risk of disengagement from services. Service users may also have increased vulnerability as a result of self-neglect, risk of harm to self and others and are at increased risk of social exclusion as a result of mental health stigma.

Service users in this setting will likely progress to a mainstream high support mental health accommodation service if the risk associated with their challenging behaviour and levels of substance misuse decreases.

Having a number of individuals with complex mental health needs and in crisis within the same environment can be challenging. The Service Provider shall develop innovative strategies and interventions for effectively supporting service users. Given the complexities of this client group, staff who are appropriately trained and skilled in successfully supporting individuals with dual diagnosis and complex needs is a key requirement of this Service.

The Service Provider shall adopt the relational security framework within which care and treatment can safely be delivered in this setting. Relational security is the knowledge and understanding staff have of a service user and of the environment, and the translation of that information into appropriate responses and care.

The Service Provider shall ensure staff are able to engage with individual service users to support recovery and are working together with service users to recognise and deal with risk in order to create environments that are safe, hopeful and empowering.

Data outlining the support provision of current service users is included in the tender pack.

Building specifications

Huddleston Close is an 11-bed scheme based in Bethnal Green, E3 that consists of 11 units of fully furnished accommodation that includes six 1 bed self-contained flats with a living room, kitchen, bathroom and bedroom and 5 studio apartments which offer a lounge/bedroom area, kitchen and bathroom.

The 11 units of accommodation are spread across the ground and 1st floors. There are three 1 bed flats and one studio apartment on the ground floor and three 1 bed flats and four studio apartments on the 1st floor. Disabled Access via ramp is available for the ground floor units.

All service users at Huddleston Close have been issued with Assured Shorthold Tenancies.

There are 2 staff offices at Huddleston Close, a main office and a smaller office as well as a staff area with shower facilities.

Communal facilities for residents include:

- An activities room, which has a small kitchen area
- A communal garden and greenhouse
- A conservatory
- A communal laundry

The landlord for Huddleston Close is Gateway Housing Association and the Service Provider shall undertake the housing management of this building in accordance with the Housing Management Agreement as part of the Service.

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: £1,965,975

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

Duration in months

This contract is subject to renewal

Yes

Description of renewals

Initial 36 month period with two optional 12 month extensions.

Contract value given is for the full potential 60 month duration.

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

II.2) Description

II.2.1) Title

Lot 2 – Teresa House, Hamlets Way, Grand Union Place

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI42 - Tower Hamlets

II.2.4) Description of the procurement

The Service shall be delivered at three buildings, Teresa House and Hamlets Way, both of which offer high support provision and Grand Union Place offering step down support.

The high support services will focus on engaging with and assisting service users to make good use of community mental health services available to them whilst developing the knowledge, life skills and ability to manage and sustain a tenancy successfully.

Staff will visit those in step-down units to deliver support and will arrange contact at a level sufficient for the service user. Service users located in step-down services should be invited to attend meetings and activities conducted for residents.

Whilst in step down accommodation service users will continue to receive support but will take greater personal responsibility for their day to day existence, albeit with minimal continued support, before eventually moving on to live independently within the community.

The landlord for Teresa House and Hamlets Way is Noting Hill Genesis. The Service Provider shall undertake the housing management at Teresa House and Hamlets Way in accordance with the Housing Management Agreement as part of the Service.

Service users at Teresa House and Hamlets Way are issued with Assured Shorthold Tenancies.

The landlord for Grand Union Place is L&Q who provide the housing management functions. The service provider is not required to undertake any housing management functions at this scheme but will enter into a Service Level Agreement with L&Q to facilitate the successful management of the Service.

All service users at Grand Union Place have been issued with Assured Shorthold tenancies.

There is no on-site staff office or communal facilities at Grand Union Place. Teresa House will act as a satellite office for the delivery of support services across both Teresa House and Grand Union Place.

Referrals to the step down will generally come from the high support service, however, they will be open to service users from across all high support services in the Borough. Not all service users will move into the step-down accommodation prior to moving to independent accommodation. It is important to note, that these are broad targets, and the Service Provider shall need to demonstrate that service users are supported to move to independence in a time frame that addresses their individual needs, and therefore should not stay in the Service longer than is necessary.

Data outlining the support provision of current service users is included in the tender pack.

Building specifications

Teresa House is a 16-bed block situated in Stepney, E1 that consists of self-contained studio flats. Each flat comprises a living area, kitchenette and bedroom area in one shared space with a walk-in shower room and toilet leading off this area. The units are fully furnished with a small cooker, fridge freezer, a microwave, beds, bedside cabinet, chest of drawers, built-in wardrobes and a sofa.

Housed in a block, the 16 units of accommodation are spread across the ground, 1st, 2nd and 3rd floors with 1 disabled unit on the ground floor and 5 studio units on the 1st, 2nd and 3rd floors.

The staff and communal areas are located on the ground floor of the building which has disabled access. There are two staff offices and staff kitchen area on the ground floor of Teresa House plus a small meeting room on the first floor in addition there is a staff room with a shower and toilet area on the 3rd floor at Teresa House.

Communal facilities for residents include:

- Communal Laundry
- Communal Lounge/Activity Area and Computer Room
- Communal Kitchen
- Training Kitchen
- Small communal garden
- Service user and visitors' toilet

Hamlets Way is based in Bow, E3 and is a 16-bed supported accommodation scheme that consists of self-contained studio flats which comprise living area, kitchenette and bedroom area in one shared space with a shower room, toilet and storage areas leading off this area. The units are fully furnished with white goods, carpets, bed and bedding, bedside cabinet, sofa, chest of drawers, electric hob and oven, fridge freeze and wardrobes. Housed in a block, the 16 units of accommodation are spread across the ground, 1st and 2nd floors with 4 units on the ground floor and 6 on the 1st and 2nd floors.

The staff and communal areas are located on the ground floor of the building which has disabled access. There are 2 staff offices at Hamlets Way and a staff room. In addition, there is a staff room with a shower and toilet area on the 1st Floor.

Communal facilities for residents include:

- Communal laundry
- Service user gym
- Communal lounge
- Communal bathroom
- Activity/Resource Room
- Communal kitchen
- Training kitchen
- Front and back communal garden
- Service user and visitor's toilet
- 1 disabled toilet

Grand Union Place consists of 8 units in Stepney, E14 approximately 0.5 miles from Teresa House. The eight units are pepper potted across four blocks of accommodation on the ground, 2nd and 3rd floors of the Grand Union Estate.

There are eight units of 1 bed self-contained accommodation which includes living room, kitchen, bathroom and bedroom. The units are not fully furnished and only white good are provided.

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: £3,478,605

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

Duration in months

This contract is subject to renewal

Yes

Description of renewals

Initial 36 month period with two optional 12 month extensions

Contract value given is for the full potential 60 month duration.

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

II.2) Description

II.2.1) Title

Lot 3 – Cannon Street Road

Lot No

3

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI42 - Tower Hamlets

II.2.4) Description of the procurement

Cannon Street Road offers 20 units of high support accommodation focusing on engaging with and assisting service users to make good use of the community mental health services available to them whilst developing the knowledge, life skills and ability to manage and sustain a tenancy successfully.

Cannon Street Road is located in Shadwell, E1 and consists of 20 units of fully furnished self-contained 1-bedroom accommodation. The units are located within 1 block and are spread across 4 floors. There is 1 unit on the ground floor, 8 units on both the 1st and 2nd floors and 3 flats on the 3rd floor. Service users also have use of a lift which provides access to all floors.

The Landlord for Cannon Street Road is Peabody Housing Association. The Service Provider shall undertake the housing management at Cannon Street Road in accordance with the Housing Management Agreement as part of the Service.

Service users are issued with Assured shorthold tenancies.

Building Specifications

The units include a lounge, bathroom, kitchen and bedroom and are fully furnished to include white goods (except washing machines there is a communal facility located on the ground floor), carpet, curtains, bed, wardrobes, sofa, table and chairs. Bedding and kitchen equipment such as a microwave and pots and pans are not provided.

There is a reception office and 2 meeting rooms at Cannon Street Road. Additionally, there is a further office which doubles up as a staff sleep in room. Communal facilities at Cannon Street Road include;

- Shower room and toilet area for staff
- Communal kitchen
- Communal lounge
- Communal Gardens
- Laundry Room

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: £2,116,440

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

Initial 36 month period with two optional 12 month extensions

Contract value given is for the full potential 60 month duration.

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 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: No

IV.2) Administrative information

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

Date

18 December 2023

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

18 December 2023

Local time

12:05pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

The London Borough of Tower Hamlets

London

E1 1BJ

Country

United Kingdom