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Tender

Dynamic Purchasing System for the Provision of Adult's and Children's Home Care Services for Milton Keynes City Council

Milton Keynes City Council

F02: Contract notice

Notice identifier: 2024/S 000-034200

Procurement identifier (OCID): ocds-h6vhtk-04b040

Published 22 October 2024, 4:04pm

Section I: Contracting authority

I.1) Name and addresses

Milton Keynes City Council

Civic Offices, 1 Saxon Gate, Silbury Boulevard

Milton Keynes

MK93EJ

Email

procurement@milton-keynes.gov.uk

Telephone

+44 1908691691

Country

United Kingdom

Region code

UKJ12 - Milton Keynes

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.adamproviders.co.uk/milton-keynes-council-home-care-2024-2026>

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://www.adamproviders.co.uk/milton-keynes-council-home-care-2024-2026>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.adamproviders.co.uk/milton-keynes-council-home-care-2024-2026>

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

Dynamic Purchasing System for the Provision of Adult's and Children's Home Care Services for Milton Keynes City Council

Reference number

2024-311

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 Council is establishing a Dynamic Purchasing System ("DPS") via www.sproc.net for the provision of Home Care Services for both Adults and Children within Milton Keynes. The Council is conducting the procurement via the "Light Touch Regime" as set out in the Public Contracts Regulations 2015 (PCR 2015).

The Dynamic purchasing system will be split into 2 lots, lot 1 will be for Adult Home Care Services and Lot 2 will be for Children's Home Care Services.

To apply to join the Home Care DPS please follow the below link:

<https://www.adamproviders.co.uk/milton-keynes-council-home-care-2024-2026>

Home Care is the provision of person centred, personal care, enabling care and/or other services that are necessary to maintain a Service User's quality of life, enabling them to remain living in their own home and achieve their specified outcomes. Home Care is not about doing things for people in a way that increases dependency, but about supporting people to do things for themselves as far as they are able.

The Service will achieve a primary objective of enabling people in the Milton Keynes community to remain living at home for as long as possible and maintaining an excellent quality of life which meets the Service User's identified outcomes.

Home Care services will be available 365 (366 in leap years) days a year between the core hours of 6.30am and 10.30pm. Providers are required to confirm their flexibility

of timing outside of these core hours to reflect a person centred approach to the provision of night support services.

During the enrolment stage (via the DPS), provider will have an opportunity to select their core hours and flexible hours (overnight). The Council will collaborate with the Provider to ensure continuity of care and that the needs of the Service User are met.

II.1.5) Estimated total value

Value excluding VAT: £135,366,000

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

Domiciliary Home Care Services for Adults

Lot No

1

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKJ12 - Milton Keynes

II.2.4) Description of the procurement

This lot is for Domiciliary Home Care Services for Adults

Milton Keynes Council has adopted the UNISON's Ethical Care Charter and is committed to abide by its recommendations. The over-riding objective is to establish a minimum

baseline for the safety, quality, and dignity of care by ensuring employment conditions which

a) do not routinely short-change Service Users and

b) ensure the recruitment and retention of a more stable

workforce through more sustainable pay, conditions, and training levels.

The core hour time allocated to visits will match the needs of the Service Users. For avoidance of doubt, 15-minute visits will not be used under the core hours as they undermine the dignity of the Service Users and are not recommended by the UNISON Ethical Care Charter.

This service is for those residents who have been assessed as eligible for support from adult social care following an assessment under legislation Section 9 of the Care Act 2014

This specification describes the key features of the service and the outcomes required and should be read in conjunction with the Terms and Conditions of the Contract.

The service will offer planned and emergency visits during the core hours between 6.30am and 10.30pm, 7 days a week including all bank holidays and flexible hours between 10.30pm and 6.30am.

It is imperative that Service Users are at the heart of adult health and social care activities receiving services that are easy to access, of excellent quality and that maximise their ability to live independently and safely in their home and community.

In ensuring that the services provide seamless excellent quality Home Care provision the Council and Providers will be committed to working together in partnership through:

Ensuring that Service Users and Carers engage in the development, delivery and monitoring of the service provided and are able to contribute views in relation to how the delivery of the service is achieving individual outcomes.

Developing close links with the GPs, local community, families, carers, and all health and social care professionals within the area

Having a shared vision about the community and individual outcomes which can be achieved through the provision of a superior quality Home Care Service

Collaborating for the benefit of Service Users

Communicating honestly, openly, regularly, and efficiently

Sharing relevant information, expertise, and plans

Seeking to avoid conflict but where it arises ensuring that it is resolved quickly, efficiently, and professionally at a local level with no detriment to the Service User

Monitoring quality and performance, quickly identifying and taking firm and timely remedial action where necessary.

Striving for continuous improvement, reflecting new learning as it

emerges and working together to ensure that available resources are maximised to achieve the best outcomes for individuals and the local community.

Ensuring that provider complies with current legislative requirements of Equality, Diversity, and Inclusion.

Recognising that during the period of the contract there are likely to be changes in service requirements at a national and local level, which will need to be responded to in a professional, flexible, and responsive manner, ensuring outcomes are maintained and best use made of resources available.

Home Care is the provision of person centred, personal care, enabling care and/or other services that are necessary to maintain a Service User's quality of life, enabling them to remain living in their own home and achieve their specified outcomes. Home Care is not about doing things for people in a way that increases dependency, but about supporting people to do things for themselves as far as they are able.

The Service will achieve a primary objective of enabling people in the Milton Keynes community to remain living at home for as long as possible and maintaining an excellent quality of life which meets the Service User's identified outcomes.

Home Care services will be available 365 (366 in leap years) days a year between the core hours of 6.30am and 10.30pm. Providers are required to confirm their flexibility

of timing outside of these core hours to reflect a person centred approach to the provision of night support services.

During the enrolment stage (via the DPS), provider will have an opportunity to select their core hours and flexible hours (overnight). The Council will collaborate with the Provider to ensure continuity of care and that the needs of the Service User are met.

II.2.5) Award criteria

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

documents

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The 60 month DPS is subject to a further 24 month extension, which allows the total DPS to be open for a maximum of 84 months

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Domiciliary Home Care Services for Children & Young People

Lot No

2

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKJ12 - Milton Keynes

II.2.4) Description of the procurement

This lot is for Domiciliary Home Care Services for Adults

The service is for children and young people with profound and significant learning and/or physical disabilities or life-threatening illnesses who have been assessed as a child in need, as set out in the Children Act 1989, the Carers and Disabled Children Act 2000 and the Children and Families Act 2014. It will provide children and young people and their parents/carers with support that is personalised to meet their individual needs and range from providing personal care in the home to support in accessing community and leisure opportunities.

Children and young people and their parents/carers are at the heart of the assessment and will require services that are easy to access, of excellent quality and that maximises their ability to live independently and safely in their home and community.

Milton Keynes Council has adopted the UNISON Ethical Care Charter and is committed to abide by its recommendations. UNISON's evidence, along with that of other bodies such as the UKHA (United Kingdom Homecare Association), shows that working conditions are intrinsically bound up with the quality of care.

The over-riding objective is to establish a minimum baseline for the safety, quality, and dignity of care by ensuring employment conditions which:

- do not routinely short-change clients; and
- ensures the recruitment and retention of a more stable workforce through more sustainable pay, conditions, and training levels.

The service will offer planned and emergency visits during the core hours between 6:30am and 10:30pm, 7 days a week including all bank holidays and flexible hours between 10.30pm and 6.30am. The time allocated to individual visits will match the needs of the clients. In a few instances the visits required will be short (up to half an hour) and in others, long (between two and four hours). The majority of visits, however, will be between one and two hours in duration.

This specification describes the key features of the service and the outcomes required and should be read in conjunction with the Terms and Conditions of the contract.

In ensuring that the Service provides seamless superior quality (Domiciliary) Home Care provision, Milton Keynes Council and Providers will be committed to working together in partnership through:

Ensuring that children and young people and their parents/carers engage in the development, delivery and monitoring of the service provided and are able to contribute

views in relation to how the delivery of the service is achieving individual and community outcomes.

Developing close links with the local community, families, carers, and all health and social care professionals within the area

Having a shared vision about the community and individual outcomes which can be achieved through the provision of an excellent quality (Domiciliary) Home Care service.

Collaborating for the benefit of children and young people and their parents/carers

Communicating honestly, openly, regularly, and efficiently

Sharing relevant information, expertise, and plans

Seeking to avoid conflict but where it arises ensuring that it is resolved quickly, efficiently, and professionally at a local level with no detriment to the child or young person or their parents/carers.

Monitoring performance, quickly identifying when performance is not satisfactory and taking firm and timely remedial action.

Striving for continuous improvement, reflecting new learning as it emerges and working together to ensure that available resources are maximised to achieve the best outcomes for individuals and the local community.

Ensuring that provider complies with current legislative requirements of Equality, Diversity, and Inclusion.

Recognising that during the period of the contract there are likely to be changes in service requirements at a national and local level, which will need to be responded to in a professional, flexible, and responsive manner, ensuring outcomes are maintained and best use made of resources available.

Home Care is the provision of person centred, personal care, enabling care and/or other services that are necessary to maintain a Service User's quality of life, enabling them to remain living in their own home and achieve their specified outcomes. Home Care is not about doing things for people in a way that increases dependency, but about supporting people to do things for themselves as far as they are able.

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

Duration in days

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This contract is subject to renewal

Yes

Description of renewals

The 60 months DPS is subject to a further 24 month extension, which allows the total DPS to be open for a maximum of 84 months

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: 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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the setting up of a dynamic purchasing system

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

Date

8 December 2029

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)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

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