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Tender

Provision of a Supported Living Service within Supported Accommodation

North Ayrshire Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2025/S 000-037051

Procurement identifier (OCID): ocids-h6vhtk-055829

Published 3 July 2025, 11:41am

Section I: Contracting authority

I.1) Name and addresses

North Ayrshire Council

Cunninghame House, Friars Croft

Irvine

KA12 8EE

Email

laurakeane@north-ayrshire.gov.uk

Country

United Kingdom

NUTS code

UKM93 - East Ayrshire and North Ayrshire mainland

Internet address(es)

Main address

<http://www.north-ayrshire.gov.uk>

Buyer's address

http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00337

I.3) Communication

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.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

Provision of a Supported Living Service within Supported Accommodation

Reference number

NAC/5213

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

NAC and The North Ayrshire Health and Social Care Partnership wish to work in partnership with providers to deliver a high-quality care and support service within two Supported Accommodation Housing sites in North Ayrshire. Both sites are owned by North Ayrshire Council.

The Supported Accommodation Housing sites within the scope of this service are: -

-Lot 1: Bessie Dunlop Court, Dalry (15 units: 12 x 1 bed & 3x 2 bed plus staff base)

-Lot 2: Castlecraigs Court, Glasgow Street, Ardrossan (13 units: 13x1 bed plus staff base)

The supported accommodation service is for adults aged 18 years and over with either a Learning Disability, Physical or Sensory Disability, or Mental Health difficulty. The service provides vulnerable people with access to on-site 24/7 personal and social care support, community health and housing support services.

The scope of the service will encompass support to manage and maintain a tenancy providing personalised supports to individuals; and to achieve individual outcomes aligned to personal support plans.

Support will include:-

-Personal Care

-Housing Support

-Other practical support required to maintain their tenancy

The contract will be let on The North Ayrshire Health and Social Care Partnership Standard Terms and Conditions.

The total budget for this requirement will be 15,296,039.20 GBP. The contract will be in place for a total of 10 years, initially for a 4-year period, with an option to extend by 72 months.

The anticipated contract start date will be 1 April 2026.

Lot 1 budget - 7,507,000.80 GBP.

Lot 2 budget - 7,789,038.40 GBP.

The applicable regulations will be The Public Contracts (Scotland) Regulations 2015 Light touch regime for services.

II.1.5) Estimated total value

Value excluding VAT: £15,296,039.20

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

Bessie Dunlop Court, Dalry

Lot No

1

II.2.2) Additional CPV code(s)

- 85311000 - Social work services with accommodation
- 85310000 - Social work services

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

II.2.4) Description of the procurement

Lot 1: Bessie Dunlop Court, Dalry (15 units: 12 x 1 bed & 3x 2 bed plus staff base)

The Service will support Service Users safely in the community to access social, vocational, recreational, and other activities.

II.2.7) Duration of the contract or the framework agreement

Duration in months

48

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.2.14) Additional information

Referring to II.2.7 Duration - The contract will be in place for a total of 10 years, initially for a 4-year period, with an option to extend by 72 months.

II.2) Description

II.2.1) Title

Lot 2: Castlecraigs Court, Glasgow Street, Ardrossan

Lot No

2

II.2.2) Additional CPV code(s)

- 85311000 - Social work services with accommodation
- 85310000 - Social work services

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

II.2.4) Description of the procurement

Lot 2: Castlecraigs Court, Glasgow Street, Ardrossan (13 units: 13x1 bed plus staff base)

The Service will support Service Users safely in the community to access social, vocational, recreational, and other activities.

II.2.7) Duration of the contract or the framework agreement

Duration in months

48

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.2.14) Additional information

Referring to II.2.7 Duration - The contract will be in place for a total of 10 years, initially for a 4-year period, with an option to extend by 72 months.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

Bidders will be required to have a minimum “general” yearly turnover the last 3 years:

-Lot 1 – Bessie Dunlop Court, Dalry, KA24 5FA - 1,126,050.12 GBP

-Lot 2 – Castlecraigs Court, Glasgow Street, Ardrossan, KA22 8EP - 1,168,355.76 GBP

Bidders who can't meet the required level of turnover will be excluded from the process. Where turnover information is not available, the bidder must state the date which they were set up or started trading.

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

Execution of the service is reserved to a particular profession

Reference to the relevant law, regulation or administrative provision

The bidder is enrolled in the relevant trade registers kept in its country of establishment, bidders must be registered with Companies House or equivalent.

Bidders must be registered with The Care Inspectorate as both Housing Support with Care at Home and will maintain registration throughout the duration of the contract.

It is a requirement of this contract that bidders hold, or can commit to obtain prior to the commence of any subsequently awarded contract, the types and levels of insurance indicated below:

Employer's (Compulsory) Liability Insurance = 5M GBP in respect of any one event

<http://www.hse.gov.uk/pubns/hse40.pdf>

Public Liability Insurance 10M GBP in respect of any one event

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.1.10) Identification of the national rules applicable to the procedure

Information about national procedures is available at:
<http://www.gov.scot/Topics/Government/Procurement>

IV.1.11) Main features of the award procedure

This procurement is based on a 100% quality ratio. Please see PCS-Tender for further information.

The contract will be in place for a potential of 10 years, initially for a 4-year period, with an option to extend by 72 months.

IV.2) Administrative information

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

Date

4 August 2025

Local time

12:00pm

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

English

Section VI. Complementary information

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Bidders are required to provide 2 examples of services carried out in the past 3 years that demonstrates they have the relevant experience to deliver the services described in the Contract Notice. The services must be of a similar value, size and scope. Unsatisfactory experience will result in exclusion from the tender process.

Bidders must also provide 2 satisfactory references for the same 2 contracts on the reference templates provided. References should be completed and signed by previous customers for contracts of a similar value, size and scope. If any of the referees score the bidder less than 2 the bidder will be excluded from the tender process.

Completed experience and reference templates must be zipped and uploaded at question 4C.1 of the qualification envelope.

Please note the same examples/references can be used over both lots.

Bidders who intend to use a supply chain to deliver the requirements detailed in the Contract Notice, must confirm they have (or have access to) the relevant supply chain management and tracking systems to ensure a resilient and sustainable supply chain. This will include confirmation that they have the systems in place to pay subcontractors through the supply chain promptly and effectively, and provide evidence when requested of:

- a) their standard payment terms.
- b) 95% of all supply chain invoices being paid on time (in accordance with the terms of contract) in the last financial year.

Bidders unable to confirm (b) must provide an improvement plan, signed by their Director, which improves payment performance.

Bidders are required to confirm the supplier's staff have the following relevant educational and professional qualifications: Staff and managers require to be registered with the SSSC.

Bidders who intend to subcontract more than 25% to any individual organisation must ensure the SPD (Scotland) - Subcontractors Supplier Response is completed and uploaded at question 2C.1.

Quality Management Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent) or a documented policy regarding quality management.

Health and Safety Procedures

2. The bidder must hold a UKAS (or equivalent), accredited independent third party certificate of compliance in accordance with BS OHSAS 18001 (or equivalent) or have, within the last 12 months, successfully met the assessment requirements of a construction-related scheme in registered membership of the Safety Schemes in Procurement (SSIP) forum OR A documented policy regarding health and safety. See attachment at SPD question 4D.1.

Environmental Management Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BS EN ISO 14001 (or equivalent) or a valid EMAS (or equivalent) certificate or the bidder must have a regularly reviewed documented policy regarding environmental management, see attachment at SPD question 4D.2.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 29399. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Community benefits will be required on a mandatory basis for:

- Employment
- Employability & Skills

- SMEs
- TSOs
- Education
- Community Wish List (<http://northayrshire.community/community-benefits-wishlist-application-form/>)

(SC Ref:801740)

VI.4) Procedures for review

VI.4.1) Review body

Kilmarnock Sheriff Court

Sheriff Court House, St Marnock Street

Kilmarnock

KA1 1ED

Telephone

+44 1563550024

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/>