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Tender

Wellbeing Support Service for Carers

Dudley Metropolitan Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-037209

Procurement identifier (OCID): ocds-h6vhtk-0426ab

Published 18 December 2023, 9:09pm

Section I: Contracting authority

I.1) Name and addresses

Dudley Metropolitan Borough Council

The Council House, Priory Rd,

Dudley

Contact

Chanpreet Dhesi

Email

chanpreet.dhesi@dudley.gov.uk

Country

United Kingdom

NUTS code

UKG36 - Dudley

Internet address(es)

Main address

<https://in-tendhost.co.uk/blackcountryportal.aspx/Home>

I.3) Communication

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

<https://in-tendhost.co.uk/blackcountryportal.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/blackcountryportal.aspx/Home>

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

Wellbeing Support Service for Carers

Reference number

ASC161

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Dudley MBC are looking to commission a provider(s) to work in partnership with the councils Carers Network Team to deliver an all-age carers services 'Dudley Carers Hub and Wellbeing Service'. To achieve this the council will be commissioning the service in 4 separate lots• LOT 1 – Carers Digital Service – to provide a new innovative and proactive digital based service which will identify, engage and support all carers through web-based, app-based and social media platforms to carers in Dudley. • LOT 2 – Adult Carers Wellbeing Service – to provide targeted preventative support to carers aged 18 and above, to understand their rights as a carer and support available to them, through quality information, advice and awareness/training on aspects of caring such as:• financial and legal (i.e. navigating welfare benefits systems, power of attorney, preparing to pay for care)• practical training and awareness to support carers to care safely (i.e. first aid / mental health first aid)•

II.1.5) Estimated total value

Value excluding VAT: £1,735,000

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

Carers Digital Service

Lot No

Lot 1

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKG36 - Dudley

II.2.4) Description of the procurement

We are looking to commission a new innovative digital based carer service to identify, engage and support all carers through web-based, app-based and social media platform(s) to carers in Dudley. Through virtual means the service must support all carers but particularly those who may not wish to or cannot access physical services due to their caring situation or personal preference. The service must be able to demonstrate how it will provide innovative and proactive localised digital support for carers that is accessible 24/7, particular areas of focus include:

- identification of carers
- information and advice, appropriate signposting on localised
- self-help carer support (i.e. virtual carer training, awareness self-help tools, carers emergency contingency)
- peer / buddying support
- integrated referral process to refer and register carers with the council's Dudley Carers Hub

The service should also consider how it can support all carers including young carers and their families through digital support, including the use of AI (Artificial Intelligence) to promote self-help programmes / training. The provider will need to evidence:

- a mobilisation plan for the digital service, including effective referral pathways to the carers hub
- how it will tackle key issues and challenges carers face (i.e. loneliness and isolation, financial hardship)
- how it will enhance current the current provision to reduce increasing demand for carer support on health and social care services
- how it will measure the effectiveness and impact of the service delivery, including the provision of analytical reports on usage and client level data.

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: £400,000

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

Start date

1 April 2024

End date

31 March 2027

This contract is subject to renewal

Yes

Description of renewals

2 x 1 year extension options. Max end date 31/03/2029

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

Adult Carers Wellbeing Service

Lot No

Lot 2

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKG36 - Dudley

II.2.4) Description of the procurement

Support to help adult carers understand their rights providing information, advice and awareness/training aspects of caring including financial and legal aspects of caring such as navigating welfare benefits systems, power of attorney, preparing to pay for care practical training and awareness to support carers to care safely (i.e. first aid / mental health first aid / wellbeing support promoting self-help and providing activities (i.e., counselling and life planning, coaching and mentoring, recreational or relaxation activities) which will enable carers to gain confidence, self-help and personal skills to enable them to identify and achieve personal outcomes Service MUST include targeted support for Young Adult Carers (18-25) to provide self-help, mentoring and coaching to young adults to ensure they are able to identify and achieve personal outcomes Service MUST consider how it will support carers evenings and weekends, so carers who cannot access services during the day (i.e. working carers) are able to receive the same level of support. Service MUST consider how it will work with the council's Carers Hub service to ensure carers needs and outcomes are met through assessment and support. We are looking for a service that is innovative in developing support to carers focused on promoting self-help and resilience, utilising community and universal services and volunteering opportunities to maximise capacity within the service and meet increasing demand. The successful provider will need to deliver an agreed level of service (i.e. activities / training from the designated carers hubs in Halesowen and Dudley (minimum of 10 hours per week) as well as in the community, utilising community-based assets. The provider should demonstrate how it will target support within underrepresented carer groups - especially Black, Asian and minority ethnic carers and LGBTQ+ carers to ensure they have the same opportunities to achieve positive outcomes. The provider will need to evidence its mobilisation plan for the Adult Carers Wellbeing Service how it will tackle key issues and challenges carers face (i.e. loneliness and isolation, financial hardship) how it will enhance the current carer provision to reduce increasing demand for carer support on health and social care services how it will measure the effectiveness and impact of the service delivery, including the provision of analytical reports on usage and client level data.

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: £650,000

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

Start date

1 April 2024

End date

31 March 2027

This contract is subject to renewal

Yes

Description of renewals

2 x 1 year extensions available. Max end date 31/03/2029

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

Preventative Carer Short Break Service

Lot No

Lot 3

II.2.2) Additional CPV code(s)

- 85310000 - Social work services

II.2.3) Place of performance

NUTS codes

- UKG36 - Dudley

II.2.4) Description of the procurement

Provision of short term, short break support for carers at risk of carer breakdown or in need ad hoc support to access one off appointments / activities providing the carer a break from caring and enabling them to focus on their own personal activities to manage their health and wellbeing. This may include• sit service in the cared for's home, engaging in activities with the individual e.g. help with reading, hobbies, conversation, use of the TV, help with snacks/drinks• taking the cared for out into the community e.g. walks, outings• activities for the carer and cared for to do together (if they wish) but provides a break from the everyday caring role. We are looking for a service that is innovative in offering short breaks to carers, utilising community and volunteering opportunities to maximise capacity. Eligibility for this service will be assessed via the council's Carers team (Carers Hub) as part of the carers assessment process to establish eligibility and determine the level of support to be provided. An agreed criteria will apply (i.e. cared for is aged 55 years or above and is unable to be left unsupervised without support and/or has a diagnosis of dementia). As a 'planned' service provision, the provider will be expected to provide the service as required, but no sooner than 5 workdays from acceptance of referral, with scope to deliver flexible support 7 days a week, between 8am and 10pm (approx.), as required based on the carers needs. Some clients may require registered care service (i.e. personal care / medication) as such the service must be able to demonstrate how it will provide registered care (if required). The provider will need to evidence• its mobilisation plan for delivering an innovative new Preventative Carer Short Break Service• how it will utilise the voluntary and/or community assets to increase capacity and sustainability of the service• how it will enhance the current carer provision to reduce increasing demand for carer support on health and social care services• how it will measure the effectiveness and impact of the service delivery

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: £200,000

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

Start date

1 April 2024

End date

31 March 2027

This contract is subject to renewal

Yes

Description of renewals

2 x 1 year extension options. Max end date 31/03/2029

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

Young Carers Service

Lot No

Lot 4

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKG36 - Dudley

II.2.4) Description of the procurement

Young Carers Service (5 – 17 years) Provision of high-quality service to ensure young carers are supported to achieve positive outcomes during childhood. The service will need to

- actively promote and identify young carers living in the borough,
- support young carers to have the same life opportunities as their peers,
- support young carers who may have emotional, social and/or other needs either directly within the service and/or via appropriate signposting
- work in partnership with key partners and stakeholders to ensure that children and young people access support promptly without delay and duplication
- provide a service that is also available outside of school and standard office hours including weekends
- staff will be available to attend professionals' meetings when requested to ensure children and young people are safeguarded.
- Staff will be experienced in and/or hold relevant qualifications to work with children and young people

The service will be delivered using an intervention model reflective of the Dudley Safeguarding People Partnership's 'Children, Young People and Families support level Guidance and Framework for Practitioners' document. The successful provider will be required to understand and support young carers and their families appropriately within the 4 'Levels of Need' identified in the

guidance. <https://dudleysafeguarding.org.uk/wp-content/uploads/2023/03/DSPP-Support-Level-Guidance-and-Framework-March-2023.pdf> The provider will need to evidence

- its mobilisation plan for the Young Carers Service
- how it will tackle key issues and challenges young carers face (i.e. loneliness and isolation, educational and social inequality)
- how it will measure the effectiveness and impact of the service delivery

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: £485,000

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

Start date

1 April 2024

End date

31 March 2027

This contract is subject to renewal

Yes

Description of renewals

2 x 1 year extension options available. Max end date 31/03/2029

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

31 January 2024

Local time

1:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

31 January 2024

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice

Strand, City of Westminster, London

London

Country

United Kingdom