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Tender

Flexible Framework for Care at Home and Housing Support Services

Renfrewshire Council

F02: Contract notice

Notice identifier: 2024/S 000-040663

Procurement identifier (OCID): ocds-h6vhtk-03bf1a

Published 17 December 2024, 4:14pm

Section I: Contracting authority

I.1) Name and addresses

Renfrewshire Council

Renfrewshire House, Cotton Street

Paisley

PA1 1JB

Email

shona.brydson@renfrewshire.gov.uk

Country

United Kingdom

NUTS code

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00400

I.3) Communication

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

<https://www.publictenderscotland.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.publictenderscotland.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

Flexible Framework for Care at Home and Housing Support Services

Reference number

RC-CPU-23-048

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Renfrewshire Council currently has existing provision for Care at Home Services under the direction of Renfrewshire Health and Social Care Partnership (RHSCP) which will expire in May/June 2025.

Renfrewshire Council is seeking to establish a multi-providers Flexible Framework Agreement (Flexible Framework) for the provision of Care at Home and Housing Support Services. The Flexible Framework will be used by RHSCP and where necessary the Council to purchase services which will support predominantly older people to live independently in their own homes for as long as possible with the care and support they need being tailored to them and provided in a flexible manner.

The Flexible Framework will include both Options 2 and 3 of Self-Directed Support. It is anticipated that as far as possible, and where appropriate, all relevant existing care and support arrangements will transfer over to the Flexible Framework.

It is anticipated that the Flexible Framework will be for 4 years with the option to extend for up to 12 months on 3 occasions, subject to satisfactory operation and performance. The Flexible Framework is anticipated to commence on the 01 May 2025. This will allow RHSCP to arrange transfer of current care packages to the Flexible Framework where appropriate to do so, and to arrange new care packages under the Flexible Framework. The Flexible Framework is anticipated to expire on the 30 April 2029; should all extension options be taken, the end date will be the 30 April 2032.

In the event that the Flexible Framework does not start on 01 May 2025, the Flexible Framework will start on the Commencement Date as stated in the Letter of Acceptance. The length of any Individual Service Contract (ISC) made under this Flexible Framework will be stated in the relevant ISC. Please note an ISC may expire after the Flexible Framework End Date.

Tenderers should note there is no guaranteed level of spend for any ISC awarded under the Flexible Framework; there is also no guarantee of payment being made to a Provider solely by appointment to the Flexible Framework.

A flexible approach has been designed which will allow New Entrants to apply to be on the Flexible Framework.

PLEASE NOTE - The Supplier Development Programme will deliver a Talking Tenders webinar to support tenderers to use Public Contracts Scotland and Public Contracts Scotland - Tenders Portal. The webinar will take place on 08 January 2025 details here: <https://www.sdpScotland.co.uk/events/renfrewshire-council-care-at-home-framework-1527/>

II.1.5) Estimated total value

Value excluding VAT: £160,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85320000 - Social services
- 85310000 - Social work services
- 85300000 - Social work and related services
- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

Renfrewshire

II.2.4) Description of the procurement

The Tender Procedure shall be conducted in accordance with an above Government Procurement Agreement (GPA) Threshold as an Open procedure relating to Services under Schedule 3 – Social and Other Specific Services of the Public Contracts (Scotland) Regulations 2015.

The Council is seeking to establish a multi-Provider Flexible Framework Agreement (Flexible Framework).

The scope of the Flexible Framework falls within the 'Social and Other Specific Services' category and is subject to the procurement regimes set out in section 7, Social and Other Specific Services, both of the Public Contracts (Scotland) Regulations 2015.

As such, a flexible approach has been designed which will allow New Entrants to apply to be on the Flexible Framework.

The Council will call off from the Flexible Framework and invites responses to the Invitation to Tender (ITT) for a place on this Flexible Framework from suitably qualified Providers. Tenderers should note there is no guaranteed level of spend for any ISC awarded under the Flexible Framework.

There is also no guarantee of payment being made to a Provider solely by appointment to the Flexible Framework.

II.2.5) Award criteria

Quality criterion - Name: Technical Questions / Weighting: 90%

Quality criterion - Name: Community Benefits / Weighting: 5%

Quality criterion - Name: Fair Working Practices / Weighting: 5%

Price - Weighting: Pass/Fail

II.2.6) Estimated value

Value excluding VAT: £160,000,000

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

Duration in months

84

This contract is subject to renewal

No

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.2.14) Additional information

The Hourly Rate the Council shall pay under the Flexible Framework for the provision of Services is 23.00GBP. Tenderers must confirm acceptance of this rate as per the Commercial Envelope on the PCS-T system.

Prospective providers must meet the selection criteria as detailed in this Contract Notice and also meet the required technical criteria as detailed in the Tender Documents.

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

Mandatory Requirement - Care Inspectorate Registration and Grades

1 Tenderers must be registered with the Care Inspectorate to deliver a Support Service - Care at Home for the Service they are tendering to be on the Flexible Framework.

- All Services being tendered to be on the Flexible Framework must have a minimum Quality Grade of 3 for all key questions.

2 Tenderers must also be registered to deliver a Housing Support Service as a combined service, or evidence an ongoing application with the Care Inspectorate to do so.

- Where a Tenderer DOES have the appropriate combined Housing Support Service registration, the combined service being tendered to be on the Flexible Framework must have a minimum Quality Grade of 3 for all key questions.

- Where a Tenderer DOES NOT have the appropriate combined Housing Support Service registration, they must evidence a live and ongoing application for this, and confirm understanding that no ISCs will be made until evidence of the completed application and a minimum Quality Grade of 3 for all key questions have been submitted to the Council.

Any Tenderer who does not meet the requirement prior to the Tender Deadline will not be eligible to join; however, they may participate in a future reopening of the Flexible Framework once these requirements have been met.

III.1.2) Economic and financial standing

List and brief description of selection criteria

Tenderers will be required to have a minimum Dun and Bradstreet Failure Score of 20 or provide 2 years of audited accounts.

The minimum insurances required to obtain a place on the Flexible Framework are detailed in Section V1.3 of this Contract Notice.

III.1.3) Technical and professional ability

List and brief description of selection criteria

As per Part 4C: Services of the SPD, Tenderers must provide 2 examples that demonstrates experience that is relevant to this procurement exercise.

Examples should be from within the last 3 years and must include delivery of Services which are registered with the Care Inspectorate as a Support Service - Care at Home, and where applicable, registered with the Care Inspectorate to deliver a Housing Support Service. The examples must also have Care Inspectorate Quality Grades of 3 or above for all key questions in the Care Inspectorate quality indicator framework.

Tenderers must detail the Tenderer's role in delivering the contracts including, if relevant, any instances where the Tenderer has been able to demonstrate added value or innovative solutions.

Tenderers must demonstrate their previous experience in delivering services which ensure capacity and capability to deliver the required Renfrewshire Council Services.

Tenderers must demonstrate experience of appropriately skilled and qualified staff providing support for people with varying needs.

Minimum level(s) of standards possibly required

Technical Experience

Providers must provide 2 examples of previous experience in delivering similar services - as a Care Inspectorate registered Support Service - Care at Home, and as appropriate a Housing Support Service and have minimum quality grades of 3 for key questions in the Care Inspectorate quality indicator framework.

Quality management policy required.

Providers must have a Health and Safety Policy which includes risk assessments

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

Staff delivering the Service must be SSSC registered.

Staff must be PVG checked.

Provider's must be registered with the Care Inspectorate as outlined in III.1 Conditions for participation (III.1.1 Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers) and the Invitation to Tender.

III.2.2) Contract performance conditions

Providers must meet and uphold all the required criteria listed for the duration of the Flexible Framework and Individual Service Contracts called off from the Flexible Framework.

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

In the case of framework agreements, provide justification for any duration exceeding 4 years:

This requirement is being tendered under the regulations applicable for Social and Other Specific Services of the Public Contracts (Scotland) Regulations 2015. The Council may re-open the Flexible Framework for New Entrants to be added. New Entrants will be subject to the same minimum requirements as those who responded to the initial Contract Notice establishing the Flexible Framework.

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-010932](#)

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

Date

3 February 2025

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

3 February 2025

Local time

12:30pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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

Additional Minimum Requirements

Insurance

All Tenderers will be required to evidence as part of the tender process to obtain a place on the Flexible Framework the insurances outlined below (full details are listed within the Invitation to Tender).

- i) Public Liability To a minimum indemnity limit of 10,000,000GBP each, and every claim. Liability must not exclude abuse and/or molestation cover.
- ii) Employers' Liability To a minimum indemnity limit of 10,000,000GBP each, and every claim.
- iii) Statutory Third-Party Motor Vehicle Liability Where a vehicle is used in delivery of the Service, statutory third-party motor vehicle cover should be evidenced by way of a valid MV certificate in the company name, OR where there is no company fleet and employees use their own vehicles instead, a letter signed by a person of appropriate authority confirming that the provider has ongoing arrangements in place to ensure that employees' vehicles are appropriately insured and maintained for business purposes.
- iv) Professional Indemnity Where a Provider is employing any Staff who are professionally qualified in relation to the services of this Agreement, to a minimum indemnity of 2,000,000GBP any one incident (without limit to the number of incidents), OR in the aggregate, and where in the aggregate, a minimum of one automatic reinstatement of the limit in any one period of insurance OR, where no automatic reinstatement is available, 5,000,000GBP in the annual aggregate.

Where a Provider's Services include the provision of care and treatment (including, but not limited to where the Service involves the administration of medicines) the Provider shall as a minimum, effect and maintain one of the following insurances and minimum levels of cover:

- (a) A care and treatment extension to the existing public liability policy, to a minimum indemnity limit of 5,000,000GBP; (without limit to the number of incidents) OR, in the aggregate, and where in the aggregate, a minimum of one automatic reinstatement of the limit in any one (1) period of insurance OR, where no automatic reinstatement is available, 10,000,000GBP in the annual aggregate.
- (b) Where applicable, Medical Malpractice Liability Policy to a minimum indemnity limit of 5,000,000GBP any one incident (without limit to the number of incidents) OR, in the aggregate and where in the aggregate, a minimum of one automatic reinstatement of the limit in any one period of insurance OR, where no automatic reinstatement is available, 10,000,000GBP in the annual aggregate.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 24827. 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:

The approach to Community Benefits within the Flexible Framework will be linked to cumulative annual spend (of ISCs) with a Provider following award of the Flexible Framework.

As part of the Tender Submission for the Flexible Framework, Tenderers will be required to demonstrate their commitment to delivering Community Benefits throughout the Flexible Framework.

Throughout the Flexible Framework when the Council purchases Services, it will earn Community Benefit points. The number of points earned will correlate to the level of cumulative spend for the previous 12 months.

The Council will then agree with the Provider the Community Benefits to be delivered and timescales for this, using the Council's Community Benefits Outcome Menu as the basis

for discussion/agreement of Community Benefits to be delivered.

(SC Ref:785002)

VI.4) Procedures for review

VI.4.1) Review body

See VI.4.3 below

See VI.4.3 below

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

An economic operator that suffers or risks suffering, loss or damage attributable to breach of duty under the Public Contracts (Scotland) Regulations 2015 (SSI 2015/446, as amended) may bring proceedings in the Sheriff Court or the Court of Session in accordance with Regulation 88 of the 2015 Regulations.