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Contract

Flexible Framework for Care at Home and Housing Support Services

Renfrewshire Council

F03: Contract award notice

Notice identifier: 2025/S 000-041938

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

Published 22 July 2025, 11:45am

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.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.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £140,000,000

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.2.11) 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 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

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: [2024/S 000-040663](#)

Section V. Award of contract

Contract No

RC-CPU-23-048

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 May 2025

V.2.2) Information about tenders

Number of tenders received: 26

Number of tenders received from SMEs: 26

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 26

Number of tenders received by electronic means: 26

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

All Care Services Ltd

2 , Grampian Court , Beveridge Square

Livingston

EH54 6QF

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Call-In Homecare

Call-In Homecare, 2 Anderson Place, Sugar Bond

Edinburgh

EH6 5NP

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Care1 Professional Services LTD

69 Buchanan Street , Suite 324

Glasgow

G1 3HL

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Caring Hearts Limited

301A - C Embroidery Mill Building, Abbey Mill Business Centre

Paisley

PA1 1TJ

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

HRM Homecare Services Ltd

75 LONDON RD

GLASGOW

KA3 7BP

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Independent Lifestyle limited trading as Compcare

21 Roman Road

Glasgow

G61 2SR

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Invercare Services Ltd

Inver House Business Centre, Suite 1 9 Ardgowan Square

Greenock

PA16 8ET

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

M-Verth Ltd

Mirren Court Three, 123 Renfrew Road

Paisley

PA3 4EA

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Oncall Care Service Ltd

121 Moffat Street

Glasgow

G5 0ND

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Scotia Homecare Solutions Limited

The E-Centre, Cooperage Way, Business Village, Cooperage Way

ALLOA

FK10 3LP

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Wheatley Care

Wheatley House, 25 Cochrane Street

Glasgow

G1 1HL

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

SCRT Limited

14 City Quay, Camperdown Street

Dundee

DD1 3JA

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

National registration number

SC346942

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

WilKerr Care Services Ltd

Mirren Court One

Renfrew

PA3 4EA

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Integrity Social Care Solutions

7 Flexspace 15 Pitreavie Court, Queensferry Road,

Dunfermline

KY11 8UU

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

National registration number

SC576777

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £140,000,000

Section VI. Complementary information

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.

(SC Ref:802740)

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.