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Tender

Care at Home Services Flexible Framework Agreement

East Renfrewshire Council

F02: Contract notice

Notice identifier: 2025/S 000-065706

Procurement identifier (OCID): ocds-h6vhtk-05cd8c

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Section I: Contracting authority

I.1) Name and addresses

East Renfrewshire Council

Eastwood HQ, Eastwood Park,

Giffnock

G46 6UG

Contact

Debbie Hill, Procurement Manager

Email

debbie.hill@eastrenfrewshire.gov.uk

Telephone

+44 1415778590

Country

United Kingdom

NUTS code

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00183

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

Care at Home Services Flexible Framework Agreement

Reference number

ERC000638

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

East Renfrewshire Council on behalf of the Health & Social Care Partnership is inviting tenders, from suitably qualified providers for the Provision of Care at Home Services. Contract award will be offered as a Flexible Framework Agreement in accordance with Regulations 74-76 of the Public Contracts (Scotland) Regulations 2015.

The Flexible Framework allows for new entrants to be admitted, as Providers, after it has been

established.

There will be no guarantee given with regard to the Council's overall uptake with any provider.

Call off contracts under the Flexible Framework Agreement will be placed by:

Geographical Landscape – identification of providers who have advised they can supply in the areas of need known as 'Worlds'

World 1 – Barrhead

World 2 – Neilston & Uplawmoor

World 3 – Thornliebank, Netherlee & Giffnock

World 4 – Clarkston, Busby & Eaglesham

World 5 – Newton Mearns

The estimated annual budget for this contract is approximately GBP 8,700,000 (excluding VAT), however this is not guaranteed.

The anticipated start date for the contract is no later than April 2026 or, the Council may confirm another start date as detailed in an official letter of acceptance. The contract is for an initial period of 7 years plus optional 2 years extension followed by a final optional 1-year extension. The maximum contract term will be 10 years if all extensions are offered by the Council. It should be noted that extensions are available at the discretion of the Council and are not guaranteed.

The estimated value shown below is reflective of the full 10 years being offered. This is not guaranteed.

II.1.5) Estimated total value

Value excluding VAT: £87,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

East Renfrewshire

II.2.4) Description of the procurement

East Renfrewshire Council on behalf of the Health & Social Care Partnership is inviting tenders, from suitably qualified providers for the Provision of Care at Home Services.

Tenderers responding to this opportunity must note that information contained within the Tender Information Pack as provided within PCS-Tender is a condition of contract. If you respond to this opportunity it will be taken that you have read and agree to all information contained within this document. If at a later point you advise you cannot comply the Council reserves the right to remove you from the contract.

Contract award will be offered under a Flexible Framework Agreement. There will be no guarantee given with regard to the Council's overall uptake with any provider.

The estimated annual budget for this contract is approximately GBP 8,700,000 (excluding VAT), however this is not guaranteed. This is an indicative figure only and no guarantee is given with regard to the Council's overall uptake of any resulting contract.

Successful providers will be expected to embrace the Council's Community Benefits ethos and will work with East Renfrewshire Council to deliver Community Benefits where they have been identified throughout the term of the contract.

Providers will be required to adhere to all regulatory standards and qualifications as outlined within PCS-Tender and hold Care Inspectorate grade of 4 or above.

If not paying already all providers will be required to pay the Real Living Wage no later than the 2nd anniversary of the contract start date.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £87,000,000

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

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

The contract is for an initial period of 7 years plus optional 2 years extension followed by a final optional 1-year extension. The maximum contract term will be 10 years if all extensions are offered by the Council. It should be noted that extensions are available at the discretion of the Council and are not guaranteed.

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

To establish the financial standing of a bidder, the Council will:

Take into account a risk report provided independently by Creditsafe. Within such reports, the risk of business failure is expressed as a score ranging from 1 -100. In the event that a company is determined to have a risk failure rating of below 30 i.e. that the company is considered to have a high risk of business failure, the submission will not be considered further. Where the score is 30+ the Council will consider all information available from the report.

Where you are not registered on credit safe e.g. charitable organisations, new start companies and Sole Traders you are to submit 2 years financial accounts, including Profit & Loss Statement and Balance Sheet for consideration. It should be noted that in addition to the above checks the Council reserves the right at its own discretion to seek such other information from the applicant in accordance with Regulation 61(7) or Regulation 61(8) of the Public Contracts (Scotland) Regulations 2015 to determine the applicant's economic and financial standing. Additional information can include an analysis of turnover, solvency ratios and profitability ratios and can be requested at any time during the bidding

stage and prior to award or after award when the contract is live. The final decision on bidder inclusion rests with the Council.

Minimum level(s) of standards possibly required

The successful tender will be expected to maintain a Creditsafe level of 30+ throughout the contract period. The offer of any extension to the contract will be dependent on an acceptable crediting rating of 30+. The council reserve the right to terminate the contract should the financial standing decline to an unacceptable level.

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Compliance with any conditions of the Care Inspectorate, any relevant legislation including (but not limited to) the Public Services Reform (Scotland) Act 2010 and to best practice guidelines issued by the Scottish Government or by non-departmental public bodies including (but not limited to) the Scottish Social Services Council (SSSC), the Mental Welfare Commission and the Scottish Human Rights Commission.

Providers are required to hold Care Inspectorate Grades 4 or above.

All other conditions as provided within the tender documents and as detailed within PCS-Tender.

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 Framework falls under 'social and other specific' services of the Public Contracts (Scotland) Regulations and therefore not subject to the full requirements noted above. This is a multi supplier framework and in order to support growth and innovation the Council may re-open it once a year for the duration of the contract.

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

17 November 2025

Local time

12:00pm

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: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

17 November 2025

Local time

12:00pm

Place

Online via PCS-Tender

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2035

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

Successful Providers will be awarded business via direct award.

Bidders are required to provide a covering letter from their Insurance Broker confirming insurance levels detailed in the Tender Information Pack OR bidders must commit to obtain these insurances by contract commencement. Bidders must provide copies of all related certificates.

Care Inspectorate - Grade 4 or above required.

Community Benefits will form part of this contract.

Bidders must commit to ensuring that all staff involved in the delivery of services to individuals will comply with all SSSC registration requirements, as required.

Bidders must confirm all staff involved in delivery of services and working with Individuals will undergo and pass a full PVG Disclosure checks.

Bidders must confirm the contract will be delivered in compliance with the requirements of the Health and Care (Staffing) (Scotland) Act 2019 and they will have in place all Policies listed in the Agreement.

The Council reserves the right at its own discretion to seek such other information from the Bidder in accordance with Regulation 61(7) or Regulation 61(8) of the Public Contracts (Scotland) Regulations 2015 to prove the Bidder's economic and financial

standing.

Compliance with security provisions are required as outlined within PCS-Tender.

Maximum hourly rate chargeable is GBP26.00 for 2025 – 2026. No commercial submission will be accepted with higher than GBP26.00 per hour rate.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 28503. 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:

Successful providers will be expected to embrace the Council's Community Benefits ethos and will work with East Renfrewshire Council to deliver Community Benefits where they have been identified throughout the term of the contract.

A Community Benefit is intended to improve the economic, social or environmental wellbeing of the authority's area in a way additional to the main purpose of the contract in which the requirement is included. The community benefit will be expected to support delivery of the HSCP Strategic Plan and priorities identified in the HSCP Combined Delivery Plan as well as A Place To Grow.

A guidance document has been developed to provide a common and consistent experience for suppliers in relation to the Community Benefits Process at East Renfrewshire Council and will be uploaded into the eTender system for your perusal.

Community Benefits will apply where a supplier has been successfully awarded contracts that have an accumulated annual value of GBP 50,000 and over. At the end of each financial year a review of the level of work commissioned to each supplier will be conducted. The number of community benefits points will be determined and the supplier contacted to agree the community benefit outcomes and delivery method.

Bidders should be aware that failure to agree outcomes and delivery method may impact on the work commissioned through the framework for the following years.

There is no limit on the Community Benefits that a successful provider may offer and the

total Community Benefits Points for these may exceed the stated expectation.

(SC Ref:813188)

VI.4) Procedures for review

VI.4.1) Review body

Paisley Sheriff Court and Justice of the Peace Court

Paisley

PA3 2HW

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

East Renfrewshire Council

Eastwood HQ, Eastwood Park

Glasgow

G46 6UG

Country

United Kingdom