

## **Contract Title: HAC5398 Domiciliary and personal care: Northwest Quadrant**

The London Borough of Tower Hamlets (LBTH) is seeking expressions of interest from interested organisations for the above services and / or goods.

### **Description:**

**The Authority is seeking to conclude a Framework with a single Domiciliary Care Provider for the spot purchase of domiciliary and personal care services to adults aged 18+ in the North West of the Borough**

A list of the wards included in the geographic area is available with the Invitation to Tender and a map of the borough showing the wards can be found at:

[http://sps2ksrv.towerhamlets.gov.uk/cms\\_data/maps/mapSelection.html?http://cms.sriuk.com/TowerHamlets/Sites/Council\\_Democracy/](http://sps2ksrv.towerhamlets.gov.uk/cms_data/maps/mapSelection.html?http://cms.sriuk.com/TowerHamlets/Sites/Council_Democracy/)

Detailed demographic information on each of the borough wards can additionally be found at:

[http://www.towerhamlets.gov.uk/lgnl/community\\_and\\_living/borough\\_statistics/Ward\\_profiles.aspx](http://www.towerhamlets.gov.uk/lgnl/community_and_living/borough_statistics/Ward_profiles.aspx)

The Council intends to issue an invitation to tender for a Framework for domiciliary and personal care from which individual packages of care and support will be spot purchased. Inclusion in the Framework will not in itself guarantee a particular level of business for the provider,. Standard contractual terms and conditions will apply with individual Purchase Orders subsequently being used to create a contract for service on an individual basis.

The Framework is anticipated to be awarded for an initial period of 12 months, with options to extend for a further 2 periods of 12 months (36 months in total), commencing Tuesday 26<sup>th</sup> February 2019.

The indicative value of contracts to be awarded per annum is £700,000

Bidders will have to demonstrate how they will promote the ethos of independence and choice to service users, how they will enable service users to exercise control over their own lives, and how they will ensure that individuals and families served are offered high quality, safe and consistent services.

The Council is committed to becoming an Ethical Care Council, and successful bidders will be contractually required to comply fully with the Ethical Care Charter published by Unison.

In outline, the services to be delivered will provide the following:

The service is delivered to adults aged 18+ with a broad range of care and support needs, and this means that the successful provider may be required to deliver

services that include the ability to meet a number of more specialist needs including (but not limited to):

- working with people with Autistic Spectrum Disorders;
- working with younger adults and older people with complex and multiple disorders which may encompass both health and social care needs;
- working with older people with Dementia and related conditions;
- End of life care.

There are no anticipated TUPE implications in respect of this tender process.

Traditionally, Domiciliary Care services have been delivered to the individual in their own home, but with the advent of the Transforming Adult Social Care policy agenda, and the development of Personalisation, this is changing. To support increased choice and control, the Council will require the successful provider to offer services to individuals which actively support them to, for example, access mainstream community facilities and which more generally promote their independence and wellbeing. In this regard, the service to be delivered will have similarities to that offered by an employed personal assistant.

The London Borough of Tower Hamlets has a diverse population and prospective providers will have to offer, through the procurement process, a high degree of certainty that they will be able to deliver a sensitive and appropriate service to all communities across the Borough.

The agreement requires the provider to pay the London Living Wage. The Framework will be concluded on a fixed price basis, other than in relation to changes in the London Living Wage.

The Council has introduced an Electronic Home Care Monitoring system, and use of this system to monitor supplier performance will be a contractual requirement.

A bidder's conference for prospective tenderers will be held on the 11<sup>th</sup> October 2018.

The Council is committed to improving the quality of life for both residents and businesses within Tower Hamlets. In line with The Public Services (Social Value) Act 2012 the authority will consider how this procurement might improve the economic, social and environmental well-being of the relevant area. In order to achieve this, it is our objective to work with existing and future contractors to secure an appropriate level of community benefits through the procurement process. Detailed guidance and minimum levels of the economic and community benefit applicable to this tender will be available within the tender documentation.

**The anticipated contract start date is:** Tuesday 26<sup>th</sup> February 2019

**The estimated value of the framework is:**

£700,000

Per Annum

**For a period of:** 36 months

Organisations wishing to express their interest are requested to **register** on the London Tenders Portal ([www.londontenders.org](http://www.londontenders.org)) where the tender documentation will be available for download. You will be required to complete an online Supplier Questionnaire (SQ).

Organisations must ensure that access to the system is available to their representatives dealing with the contract. The council will not be liable for the lack of delegated access within the organisation and will not send any documentation regarding the contract, which shall be exclusively available through the portal.

Tenderers are responsible for allowing sufficient time to submit their ITT/SQ. The Council accepts no liability whatsoever for ITT/SQs that are not submitted due to internet connectivity issues, transmission delays or errors.

**Deadline for expressions of interest and SQ submission**

Friday, 02 November 2018 by 12 noon

LBTH is an Equal Opportunities Employer and a supporter of Ethical Governance, our protocol can be found here along with [Guidance to Suppliers and Providers](#). Or via:

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

LBTH does not undertake to invite all applicants or bind itself to accept the lowest or any Tender. LBTH will not be liable for any costs incurred in tendering for this contract.

If you require any further information please contact:

Procurement at: [procurement@towerhamlets.gov.uk](mailto:procurement@towerhamlets.gov.uk)