

2223-0170 Home Care Flexible Framework

Islington Council invites suitable expressions of interest from suppliers for the provision of Home Care. The council is setting up a flexible framework agreement with a number of suitably qualified and experienced suppliers to provide Home Care. Details of how contracts will be awarded is explained within the procurement documentation.

Background

Home care is a key component of Islington's Adult Social Care vision to support residents to live healthy, fulfilling and independent lives; maximising independence and connecting them with their community, ensuring equality and fairness throughout.

The requirement

Home Care, also known as Domiciliary Care, covers a wide range of activities, including but not limited to, personal care; reablement; support with medication and household tasks to support people with long-term care needs in the community. Residents may require these services for a short period to recover from illness or injury for example, or for a longer period to allow them to remain safe, independent and living in their own home.

Our ambitions for Home Care centres around four key areas:

- Improving outcomes for residents through a personalised, strengths-based approach that maximises wellbeing and independence for all
- Ensuring capacity within high quality provision able to meet diverse needs and fluctuations in demand
- Driving a more inclusive economy through fair pay and good conditions for the care workforce; and community wealth building
- Delivering greater value for money by better managing demand, preventing or delaying escalation of need

To enable an integrated approach to home care, through locality-based provision the borough will be divided three localities: North, South and Central.

Lots

The framework agreement has two lots:

Lot 1 - locality providers

Lot 2 - providers of individual packages of care

Providers can only apply for one lot: either Lot 1 or Lot 2.

It is anticipated that a maximum of nine providers will be appointed to Lot 1. Providers that meet the minimum requirements for Lot 1 but are not the highest scoring and are therefore not appointed to Lot 1 will instead automatically be appointed to Lot 2 and eligible to participate for all relevant call-off contracts for Lot 2. There is no maximum number of providers to be appointed to Lot 2.

As part of the tender process, providers will be required to self-certify if they consider they are able to meet any specialist needs (such as mental health, learning disabilities, healthcare etc.) Providers will be required to evidence these skills and abilities through their responses to the method statement questions in Part 4 of the ITT.

TUPE [Transfer of Undertakings (Protection of Employment) Regulations]

Potential providers must be aware that TUPE may or may not apply to this service. Further details will be available in the invitation to tender.

Contract Period

The framework agreement will be for a maximum of 96 months (forty eight months with provision to extend on one or more occasions not exceeding a further forty eight months in total). Call-off contracts and Individual Placement Agreements may last longer than the framework agreement itself.

Contract Value

Based on 2022/23 budget before growth, savings and inflation, the total estimated value for this procurement will be £170m based on the forecasted budget over a total period of 96 months.

Award criteria

The contract will be awarded to the Most Economically Advantageous Tender (MEAT) in accordance with the Public Contracts Regulations. MEAT for this contract is quality 85% and cost 15%.

Quality 85%

Cost 15%

Lot 1

Quality made up of:

Proposed approach to Social Value 20%

Proposed approach to Service Delivery 25%

Proposed approach to Customer Care 15%

Proposed approach to Monitoring Performance, Quality Assurance and Continuous Improvement 15%

Proposed approach to Strategic Partnerships and Innovation 10%

Lot 2**Quality made up of:**

Proposed approach to Social Value 20%

Proposed approach to Service Delivery 30%

Proposed approach to Customer Care 20%

Proposed approach to Monitoring Performance, Quality Assurance and Continuous Improvement 15%

Total 100%

Tenderers should be aware that we reserve the right to hold site visits and/or interviews during the tender process for verification/clarification purposes of the written submission.

We reserve the right to interview leading bidders.

Procurement Process

As the value of the contract is above the threshold for wider advertising of the opportunity, a Contract Notice will be published on Contracts Finder and Find a Tender (FTS).

This procurement is being conducted in accordance with the Public Contracts Regulations 2015 (the PCR). The procurement is subject to the 'light-touch regime' under Section 7 Social and Other Specific Services of Part 2 of the PCR. Under Regulation 76 the Council is free to establish a procedure, provided that the procedure is sufficient to ensure compliance with the principles of transparency and equal treatment of economic operators (service providers) and is initiated by a contract notice. The Council has utilised the flexibility allowed under the 'light-touch regime' to design a process that will ensure a robust assessment of providers prior to being appointed to the framework agreement, and to allow flexibility around procedures for placement of individual service users. The procedure the Council has designed is based on the open procedure.

How to express an interest

If you wish to apply for this contract please follow the steps below:

Register your company free of charge via the [London Tenders Portal](#).

Await acceptance. You will receive an email confirming your username and password.

Use your username and password to log into the London Tenders Portal and express your interest in 2223-0170 Home Care Flexible Framework Agreement - category 85000000 : Health and social work services.

Shortly after you have expressed interest, you will receive a second email containing a link to access the tender documents.

Deadlines

The deadline for expressions of interest is: **11.59am on Wednesday 14 June 2023**

Submission of Tender documents by: **12 noon on Wednesday 14 June 2023**

Late submissions will not be accepted.

Additional information

- Islington Council and its partners are committed to work towards a 'Fairer Islington', for more information see www.islington.gov.uk.
- Please **do not** include any publicity material with your submissions.
- Islington Council aims to provide equality of opportunity and welcomes applicants who meet the qualitative selection criteria from black and minority ethnic communities and disabled groups.
- The Council encourages all types of organisation who meet the qualitative selection criteria including Voluntary and Community Sector (VCS) organisations, Social Enterprises or not for profit enterprises and small to medium enterprises (SME) to tender.
- Your submission will be marked in stages. Only applicants who meet the requirements at each stage will progress to the next stage. Further details will be contained in the tender documents.
- Please include the Contract Number of this tender process when communicating with the Council in any way.
- All questions relating to this opportunity should be raised via the question and answer section of the relevant opportunity on the London Tenders Portal. Please do not contact any officer of the council directly.
- Applicants are advised that all costs incurred either directly or indirectly in preparation, submission or otherwise related to this advertisement will be borne by them, and in no circumstances will the council be responsible for any such costs. Applicants are also

advised that the council at its sole discretion acting reasonably and in good faith reserves the right to abandon the procurement at any stage prior to contract award.

- As part of a commitment to transparency the council is now publishing all spend over £500 each month. This includes spend on contracts, so the successful contractor should expect details of spend to appear on the council website [Islington Council: Council contracts](#). The council is also committed to publishing tender and contract documentation after contract award stage. Commercially sensitive information will be redacted from documentation. What constitutes commercially sensitive information is a matter for the council's sole discretion. However, tenderers will be invited to identify information they consider to be commercially sensitive in their tender return and this will be taken into account in the council forming a view.