

## **Contract Title: HAC5020 – Direct Payment Support Service**

The London Borough of Tower Hamlets (the Council) is seeking expressions of interest from interested organisations for the above services.

### **Description:**

This tender is for the delivery of the Direct Payment Support Service. Tower Hamlets Council and Tower Hamlets Clinical Commissioning Group are committed to ensuring that individuals who choose to take their Personal Budget, Personal Health Budget or Integrated Personal Budget as a Direct Payment to arrange and manage their own care and support receive high quality and appropriate support to set-up and manage those arrangements.

Good advice, information and support are essential for service users who choose to take a Direct Payment. The Direct Payment Support Service will help service users to make informed choices; enable them to take control; and to maximise their ability to maintain their independence.

Bidders must be able to demonstrate that they have experience in delivering a Direct Payments Support Service and are committed to ensuring that individuals who choose a Direct Payment receive ethical, high quality services that promote independence, wellbeing and dignity.

Bidders must have a strong record of partnership working and be flexible and innovative in their approach, having the experience to develop and deliver services that respond to the changing needs of a broadening client group.

The contract requires the provider to pay the London Living Wage and offer employment to local people where possible.

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, we will work with the successful bidder 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 contract for the Direct Payment Support Service is being let for a 24 month (two year) period. The Council has included an option, at its sole discretion, to extend the contract for three further periods of 12 months (one year) subject to satisfactory performance, and to the continuing availability of funding. The value of the contract is £336,000 per annum or £1,680,000 for the total length of the contract including all extensions.

**The anticipated contract start date is: Monday, 01 April 2019**

**The maximum value of the contract**

£336,000

**Per Annum**

**For a period of:** 24 months (two years) and three subsequent extension periods of 12 months (one year) each exercisable at the sole discretion of the Council.

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 may be required to complete a Pre-Qualification Questionnaire (PQQ).

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. The Council accepts no liability whatsoever for ITTs that are not submitted due to internet connectivity issues, transmission delays or errors.

**Deadline for return of tender is:**

Tuesday, 04 December 2018 12 noon

A bidders meeting will be held on Tuesday 13<sup>th</sup> November at 2pm. Please contact Akbal Ahmed [Akbal.ahmed@towerhamlets.gov.uk](mailto:Akbal.ahmed@towerhamlets.gov.uk) for further details and to book a place.

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:

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