

**Framework Agreement for the Provision of Homecare for Adult and Children  
Services in the London Borough of Redbridge  
For the Period  
1<sup>st</sup> September 2023 to 31<sup>st</sup> August 2027**

**Restricted Procedure**

The London Borough of Redbridge (“the Authority”) invites Expressions of Interest from suitably experienced and qualified organisations for the Framework Agreement for the Provision of Homecare for Adult and Children Services in the London Borough of Redbridge (“the Framework”). The Framework will comprise of the following Lots as detailed below: -

<b>Lot Number</b>	<b>Description</b>
	<b>Lead Providers Adults / Learning Difficulties / Mental Health (Lots 1 to 8)</b>
1	Care Provision for Older People, Younger Adults with Physical Disability, Sensory Needs with Learning Disabilities and Mental Health Needs in the Cranbrook and Loxford Area 1.
2	Care Provision for Older People, Younger Adults with Physical Disability, Sensory Needs with Learning Disabilities and Mental Health Needs in the Cranbrook and Loxford Area 2.
3	Care Provision for Older People, Younger Adults with Physical Disability, Sensory Needs with Learning Disabilities and Mental Health Needs in the Seven Kings Area 1.
4	Care Provision for Older People, Younger Adults with Physical Disability, Sensory Needs with Learning Disabilities and Mental Health Needs in the Seven Kings Area 2.
5	Care Provision for Older People, Younger Adults with Physical Disability, Sensory Needs with Learning Disabilities and Mental Health Needs in the Fairlop Area 1.
6	Care Provision for Older People, Younger Adults with Physical Disability, Sensory Needs with Learning Disabilities and Mental Health Needs in the Fairlop Area 2.
7	Care Provision for Older People, Younger Adults with Physical Disability, Sensory Needs with Learning Disabilities and Mental Health Needs in the Wanstead and Woodford Area 1.
8	Care Provision for Older People, Younger Adults with Physical Disability, Sensory Needs with Learning Disabilities and Mental Health Needs in the Wanstead and Woodford Area 2.
	<b>Lead Providers Children’s &amp; Adults / Learning Difficulties /Mental Health (Lots 9 to 12)</b>
9	Locality Wide Care and Support Service to Children’s and Adults with Physical Disability, Sensory Needs, Learning Disabilities and Mental Health Needs in the overall Cranbrook & Loxford.

10	Locality Wide Care and Support Service to Children's and Adults with Physical Disability, Sensory Needs, Learning Disabilities and Mental Health Needs in the overall Seven Kings.
11	Locality Wide Care and Support Service to Children's and Adults with Physical Disability, Sensory Needs, Learning Disabilities and Mental Health Needs in the overall for Fairlop.
12	Locality Wide Care and Support Service to Children's and Adults with Physical Disability, Sensory Needs, Learning Disabilities and Mental Health Needs in the overall for Wanstead & Woodford.
	<b>Children's Specialist Provider (Lots 13 and 14)</b>
13	Locality Wide Specialist Provision for Childrens Services in the Two Localities of Cranbrook and Loxford and Seven Kings
14	Locality Wide Specialist Provision for Childrens Services in the two Localities of Fairlop and Wanstead & Woodford.
	<b>Approved Back up Providers (Lots 15 and 16)</b>
15	Approved Back-Up Provider List for the Two Localities of Cranbrook and Loxford (Area 1 and 2) and Seven Kings Locality (Area 1 and 2).
16	Approved Back-Up Provider List for the Two Localities of Fairlop (Area 1 and 2) and Wanstead and Woodford (Area 1 and 2).

### Further Information

The Framework shall commence on 1<sup>st</sup> September 2023 and shall continue up to the 31<sup>st</sup> August 2027 ("the Framework Period"). Organisations shall be aware that any Call-Off Contract awarded prior to the expiration or early termination of the Framework may continue beyond the expiration or early termination of the Framework until such time as the Call-Off Contract has expired or itself has been terminated in accordance with its terms.

The services encompass the provision of a Homecare Service which will focus on supporting people to maintain or increase their independence, have a positive impact on their health and wellbeing in the local area and improve health outcomes for residents in the London Borough of Redbridge.

The Service will be required to provide the following: -

- Promote self-reliance and personal responsibility;
- Build resilience and competence for individuals, families and carers;
- Enable better care experiences and outcomes;
- Safeguard those individuals who need the most support/ who are most at risk;
- Strike a balance between empowerment and safeguarding;
- Strengthen relationships with the Authority's partners, to deliver improved outcomes and to deliver greater productivity and;
- Secure value for money while maintaining a high-quality Service.

### Selection Process:

Organisations shall be experienced in providing similar services and if interested in being invited to Tender for the Framework are required, to complete a Selection Questionnaire containing information about their economic and financial standing, technical capability and other general information. This information will be assessed to establish that the organisation is financially viable and technically capable of undertaking Call-Off Contracts

of the nature covered by the Framework. In addition, organisations will have to satisfy the mandatory and discretionary grounds for exclusion contained in the Selection Questionnaire. Organisations are advised that there is a minimum technical requirement for being invited to tender and irrespective of whether they satisfy any other aspect of the Selection Questionnaire the organisation will not be invited to Tender if they do not pass the minimum requirement.

Organisations at this stage are requested to indicate on the Selection Questionnaire which Lots they are expressing interest in. However, there is no commitment required until the second Invitation to Tender stage. Successful organisations invited to Tender may apply for one or any more of the Lots they consider appropriate to the type of services they provide. However, organisations shall be aware that an organisation can only be appointed to one Lot.

The Authority carries out financial appraisals of all organisations that Tender for the Authority's contracts to ensure that such organisations satisfy the Authority's minimum standards of economic and financial standing. In this instance the Authority has set the following financial threshold for the Contract:

For organisations with an annual turnover of £25,000 or less a statement of cashflow forecast for the current year will be required. In addition, a letter will need to be provided from the bank outlining the current cash and credit position of the organisation.

All organisations with an annual turnover above £25,000 will be financially assessed as described in Part 2: SQ Evaluation, Section 8 of the SQ Explanatory Document.

The Authority retains discretion to exclude any organisation that fails to meet this standard.

Organisations who meet the minimum requirements of the SQ will be ranked in accordance with the awarded score for Questions 8.3a,b,c and d. Further information is provided in Section 12 of the SQ Explanatory Document. It is anticipated that in the region of fifty (50) of the top scoring organisations will be invited to the second Invitation to Tender stage.

## **Framework Evaluation Criteria**

Successful organisations will be invited to the second Invitation to Tender stage. Appointment to each Lot of the Framework shall be based on the most economically advantageous Tenders received from those organisations that submit a Tender for that Lot. Such Tenders shall be evaluated in accordance with the following Evaluation Criteria:

- Quality 90%; and
- Demonstrate best value from the Contract Price 10%

A full breakdown of the Evaluation Criteria will be provided in the second stage Tender Documents. The Authority anticipates appointing in the region of the following number of organisations to each Lot of the Framework:

Lots 1 to 14: One (1) Lead Provider to each Lot.

Lots 15 and 16, Approved Back Up Providers: Up to eight providers per Lot.

Organisations are advised that they may submit their Tender for any one or more of the Lots. However, the Authority shall not appoint any organisation to more than one (1) Lot irrespective of the number of Lots for which a Tender was submitted. The process for application and appointment will be explained in detail in the second stage Invitation to Tender Documents.

Organisations are advised that should they be successful in being appointed to the Framework this does not guarantee that the organisation will be required to undertake any work under the Framework. All work pursuant to the Framework shall be awarded in accordance with the Call-Off Contract Award Process as detailed in Section 3.2 of the Specification.

As part of the flexibility allowed under the Public Contract Regulations 2015, Regulations - 74-76 "light touch", the Authority reserves the right to re-open Lots 15 and 16 Approved Back-Up Providers up to twice per year throughout the Framework Period to new providers or existing providers on the Framework who wish to add to their current offering on the Framework. The dates and frequency at which the Authority re-opens the Framework shall be entirely at the Authority's discretion.

A Find a Tender Contract Notice in respect of this Contract was dispatched on 2<sup>nd</sup> February 2023.

### **Framework Documents:**

#### **Stage 1 – Selection Questionnaire**

The Framework Documents comprise of the following: -

- Selection Questionnaire
- Selection Questionnaire – Explanatory Document
- Specification
- Appendix C & D – Further Information

The Framework Documents are available from [www.londontenders.org](http://www.londontenders.org). To obtain the Contract Documents:

- Register your organisation free of charge at [www.londontenders.org](http://www.londontenders.org);
- Await acceptance. You will receive an e-mail confirming your username and password for the London Tenders Portal;
- Use your username and password to log in to the London Tenders Portal and express your interest;
- After you have expressed an interest you will receive an e-mail link to access the of Framework Documents;
- **All Selection Questionnaire responses must be submitted via the London Tenders Portal.**

**EXPRESSIONS OF INTEREST ARE REQUIRED TO BE SUBMITTED VIA THE LONDON TENDERS PORTAL [www.londontenders.org](http://www.londontenders.org) IN ACCORDANCE WITH THE SELECTION QUESTIONNAIRE EXPLANATORY DOCUMENT INSTRUCTIONS BY NO LATER THAN 12.00 NOON ON MONDAY 6<sup>TH</sup> MARCH 2023. THE AUTHORITY RESERVES THE RIGHT TO EXCLUDE ANY EXPRESSIONS OF INTEREST RECEIVED AFTER THIS DATE AND TIME.**