

1516-121 Domiciliary Care Services

Islington Council invites suitable expressions of interest from suppliers for the provision of comprehensive Domiciliary Care within the London Borough of Islington.

Current status / Background

Islington Housing and Adult Social Services currently deliver domiciliary care services through three cost and volume contracts with external providers, delivering approximately 563,187 actual hours of care, averaging 10,800 actual hours of care per week to approximately 835 service users. The current service provides a broad range of care and support options delivered across the full range of client groups, older people, mental health, global learning disabilities, sensory impairment and physical disability, catering for specific service user need, cultural, religious and other preferences.

Service users include people aged 18 years and over who meet the Fair Access to Care Services criteria and whom the Council determine require the provision of a comprehensive domiciliary care service.

The current contract expires in May 2019.

The requirement

Contract:

The council is seeking to appoint up to six (6) different organisations to provide a comprehensive domiciliary care service with a cost and volume contract model that seeks to extend the range of options available for people accessing the service. The Council will guarantee a minimum weekly number of six hundred (600) hours during the initial contract term for each contract.

Strategic priorities:

The Council aims to take this commissioning opportunity to refocus the borough's response to meeting the need for domiciliary care services within the current national and local context. It intends to maximise opportunities for procuring services that can facilitate the development of the personalisation agenda, and extend choice and control through self-directed support.

Therefore, the Council expects organisations to deliver services that are adaptable and flexible; that can support and facilitate service user choice to meet the challenges of daily living whilst enabling them to live as full and active citizens. Staff, managers and the organisation as a whole will be expected to have the ability to change practice and learn new skills and competencies to meet new challenges and needs.

Service scope:

- **Categories of delivery**

Personal care; Cleaning and house care; Shopping; Night Sitting, Night Sleeping and Day Sitting; Emergency Service; Respite Service; Visiting Service; Escorting; Social Activities; Support Planning; Skills Development.

- **Service User Diversity**

The Council expects that organisations will cater for the majority of its residents' domiciliary care needs and as such expects the workforce of the providers to reflect the diversity of the borough. Through appropriate workforce recruitment, providers will be expected to meet all client group specific needs; a range of cultural and religious needs, irrespective of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sex. Service users may have a history of substance misuse, be physically frail, and/or have learning or cognitive difficulties, mental health problems (including but not limited to depression, confusion, dementia, Alzheimer's).

- **Geographical Location**

The Provider must accept referrals for and have capacity to provide services to service users who live anywhere in the London Borough of Islington. However, depending on the outcome of the procurement, the decision may be made to mirror the configuration of the Council's care management teams and split the borough into two (2) locality areas, North (Archway), and South (Calthorpe). This would mean the Council would seek to work with up to three (3) Providers in the north of the borough and up to three (3) in the South. Therefore, the Providers will organise the way in which the service is provided on a locality basis with the aim of achieving a local, effective and efficient service. This decision will be taken at the start of the implementation period.

- **Operation**

Services will operate from an accessible administrative base and provide care visits twenty-four (24) hours a day, seven (7) days a week, 365 days a year to adults resident in the London Borough of Islington and may include out of boroughs. The service will require full management cover for all the operational hours of the service. The service must be provided from an office base that is adequate for the purposes of administration, security, and care worker supervision and training. The office base should be inside or close to the Islington Borough boundary and easily accessible by public transport.

Lots

This contract is not being split into lots because we are seeking to appoint up to six (6) contractors to cover the whole borough.

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 contract period will be for four (4) years from an estimated start date 1 April 2018 with option to extend up to a further four (4) years (24 months + 24 months).

Contract Value

The estimated total value of these contracts is £78 million over the maximum eight (8) years term of the contract. This is based on £8.9 million per annum.

The hourly rate for the service is capped at £17.10 per hour. Any bids over this amount will be disqualified.

To drive quality, service providers of this contract will be offered an incentive payment if predefined quality indicators are met during the duration of the contract. The incentive payment would be on top of the commissioned hourly rate.

The aim of this scheme is to promote quality in the services commissioned and the wider sector. The payments should not be included in the cost modelling of the service. Providers will therefore need to consider how they will operate a financially stable domiciliary care service for the borough without the inclusion of these payments.

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 90% and cost 10%. Further details will be provided in the invitation to tender.

Cost 10%

Quality 90% - made up of:

Proposed approach to Operational Delivery (including workforce development) - 20%

Proposed approach to Safeguarding of Vulnerable Adults and Risk Management - 20%

Proposed approach to Customer Care – 25%

Proposed approach to Quality Assurance and Continuous Improvement – 25%

Total 100%

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

We reserve the right to interview leading bidders.

Procurement Process

This contract is over the Official Journal of the European Union (OJEU) threshold. The contract will be procured using the Restricted Procedure. The Restricted Procedure means the procurement process will be conducted in two stages.

The first stage will involve selecting a maximum of the 12 highest-scoring organisations through a selection questionnaire (SQ). All submissions will be subject to minimum requirements as stated in the SQ.

The second stage will be an evaluation of tenders submitted by bidders who are selected at the SQ stage.

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**.

Link: <https://procontract.due-north.com>

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 **1516-121 Domiciliary Care Service – Category: 85000000**.

Shortly after you have expressed interest, you will receive a second email containing a link to access to the pre-qualification questionnaire.

Deadlines

The deadline for expressions of interest is: 12 noon Monday 16 January 2017

Submission of pre-qualification questionnaires by: 12 noon Monday 16 January 2017

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 contract should be raised via the question and answer section of the relevant contract 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 against the contract to appear on the council website www.islington.gov.uk. 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.

