



**CONTRACT FOR THE PROVISION OF
A CARERS SUPPORT SERVICE
IN THE LONDON BOROUGH OF WALTHAM FOREST
FOR THE PERIOD
1ST FEBRUARY 2021 TO 31ST JANUARY 2024**

The Council of the London Borough of Waltham Forest ("the Authority") is seeking Tenders from suitably experienced and qualified organisations for the Contract for the Provision of a Carers Support Service in the London Borough of Waltham Forest ("the Contract").

The Contract shall commence on 1st February 2021 and, subject to satisfactory performance, shall continue up to and including 31st January 2024 ("the Contract Period"). At the sole discretion of the Authority and subject to satisfactory performance of the Provider, the Contract Period may be extended in such period or periods as the Authority deems appropriate up to a maximum twenty-four (24) months, providing a possible total Contract Period to midnight on 31st January 2026.

The Contract is for the provision of a Carers Support Service within the London Borough of Waltham Forest. The successful provider will be required to provide a universal, high quality and flexible Carers Support Service to unpaid carers aged eighteen (18) and over.

Evaluation Criteria:

Organisations shall be experienced in providing similar services and shall also be required, as part of their Tender, 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 a service of the nature covered by the Contract. Full details of how the Authority will evaluate the Selection Questionnaire are contained at the beginning of the Selection Questionnaire.

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:

Minimum of £184,000 annual turnover in each of the last two (2) years of trading.

The Authority has also set a ratio of no lower than 8 out of 20 as described more fully in Appendix 2 to the Selection Questionnaire.

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

Organisations shall be aware that only Tenders submitted by organisations who satisfy the requirements of the Selection Questionnaire shall go on to be evaluated in accordance with the Contract Evaluation Criteria of the most economically advantageous Tender received having regard to:

- Quality 70%; and
- Price 30%

A full breakdown of the Evaluation Criteria is contained in the Tender Documents.

A Contract Notice in respect of this Contract was dispatched to the Office for the Official Journal of the European Union on Wednesday 12th August 2020.

Contract Documents:

The Contract Documents comprise of the following:

- Conditions of Contract;
- Specification;
- Invitation to Tender Document
- Schedule 3 – Key Performance Indicators
- Schedule 8 – Payment Schedule

Any organisation that considers it has the expertise to undertake this Contract can obtain the Contract Documents in accordance with the instructions below:-

- Register your organisation free of charge at 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 in the Contract;
- After you have expressed an interest you will receive an e-mail link to access the Contract Documents;
- **All Tenders must be submitted via the London Tenders Portal.**

All Tenders shall be submitted in accordance with the Invitation to Tender Instructions and must be submitted by no later than **12:00 Noon (12.00 pm) on Monday 14th September 2020.**