

2122-0030 Islington Carers Hub

Islington Council invites suitable expressions of interest from suppliers for Islington Carers Hub, the borough's support service for Carers (also known as informal carers, family carers or unpaid carers).

Current status / Background

It is estimated that there are 18,700 unpaid carers (9.2% of the population aged over 16) in Islington, based on the 2011 Census. However, with the multiple waves of COVID-19 and lockdowns, this number will have risen significantly since March 2020.

It is important to recognise and appreciate carers for the vital role they play in our society and ensure they feel valued. It is key that carers' interests are championed at a strategic level – we want to make Islington a carer friendly borough. It is a priority to focus on carers, ensuring they have opportunities to enhance their wellbeing and can access the right support at the right time. Supporting carers and preventing carer breakdown also means less people will need access to formal care – whether that be for the carer or for the cared for.

Islington Council acknowledge that there is room of improvement in our offer for carers. A recent review of the offer has been undertaken to shape this improvement which centred on the views and insights of Islington Carers.

Carers highlighted the need of preventative support and care for themselves in the form of:

- efficient access to clear and concise information
- regular breaks from caring
- adequate financial support
- recognition for their hard work
- support to remain, re-enter and advocate for themselves at work
- holistic support for their mental and physical health
- professional assistance for their cared for and
- accessible peer exchanges/support for themselves
- culturally sensitive support offered in a carers first language

Islington's Carers Hub is a well-established part of Islington's vibrant Voluntary and Community Sector. It is currently has 3,200 carers registered and supports 1,200 carers per year. Through re-procuring this service Islington Council hopes to build on the good work already achieved and create a holistic, outcome focused services for Islington Carers.

The requirement

This service will be delivered using an outcome based service specification to allow the successful provider the flexibility to meet the varied needs of Islington Carers using their unique expertise. The successful provider will still be required to deliver some key outputs as outlined in the specifications such as having a comprehensive information; advice and signposting offer; supporting Carers to take a break; undertaking Carer Assessments on behalf of the Local Authority; duties around Carers Week and Carer Rights Day; and taking on a strategic leadership role for Carers for the borough.

The provider will be required to have an office base in Islington for staff to operate from and physical site for Carers to access. The provider will work flexibly so that Carers can access Hub services digitally, in a wide range of community venues, and outside usual office hours.

Lots

The contract will be tendered as a single lot. A key priority for this service is that Islington Carers are able to easily access a holistic, personalised, 'one stop shop' support service. Splitting this service into lots would undermine this priority and therefore not provide the best outcomes for residents.

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 36 months from an estimated start date 1 March 2022 with option to extend up to a further 48 (24+24) months.

Contract Value

The estimated total value of this contract is £2,450,000 over the maximum 84 months term of the contract. This is based on £350,000 per annum.

There is a maximum fixed budget for this service of £2,450,000. Any bids over this amount will be disqualified.

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%. Tender submissions will be subject to minimum quality thresholds. Further details will be provided in the invitation to tender.

Cost 10%

Quality 90%

Quality made up of:

Proposed approach to service delivery 25%

Proposed approach to strategic partnerships and innovation 20%

Proposed approach to social value 20%

Proposed approach to engagement and coproduction 15%

Proposed approach to quality management and performance outcomes 10%

Total 100%

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

We reserve the right to interview leading bidders.

Procurement Process

This contract will be procured using the Open Procedure. The Open Procedure means that all bidders who successfully express an interest will automatically be invited to tender and have access to the tender documents. Those who submit a tender and meet the minimum requirements will have their full tender, method statements and pricing evaluated.

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 2122-0030, Islington Carers Hub - 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 Monday 20 September 2021**

Submission of Tender documents by: **12 noon on Monday 20 September 2021**

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 [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.

