

**United Kingdom-Stafford: Social work and related services**  
**OJ S 198/2017 14/10/2017**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

---

**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Staffordshire Procurement

Postal address: Staffordshire County Council, No. 2 Staffordshire Place

Town: Stafford

NUTS code: UKG24 Staffordshire CC

Postal code: ST16 2DH

Country: United Kingdom

Contact person: Clare Kinvig-Jenkinson

E-mail: [clare.kinvig-jenkinson@staffordshire.gov.uk](mailto:clare.kinvig-jenkinson@staffordshire.gov.uk)

Telephone: +44 1785854056

Fax: +44 1785278286

**Internet address(es):**

Main address: <http://www.staffordshire.gov.uk/business/procurement>

**I.4. Type of the contracting authority**

Regional or local authority

**I.5. Main activity**

General public services

---

**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Personalised Support & Care Framework.

Reference number: SCHG00164

**II.1.2. Main CPV code**

85300000 Social work and related services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Staffordshire County Council would like to invite Suppliers who are committed to providing high quality Personalised Support and Care services, that promote independence and lead to an improved quality of life that enables Service Users to be able to remain in their own home for as long as possible and to achieve and maintain their autonomy, independence, personal identity and assessed outcomes.

The Suppliers shall provide the services for the benefits of all adults who reside in the County of Staffordshire(excluding Stoke on Trent) and who are also aged eighteen (18) years or over and who have been assessed by the Council or their partners as eligible to receive support and care within their own home.

Care will be delivered within the Service User's own home or ordinary place of residence within the County of Staffordshire.

#### **II.1.6. Information about lots**

This contract is divided into lots: yes

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 353 448 000,00 GBP

### **II.2. Description**

#### **II.2.1. Title**

Generic Framework Provider of Personalised Support and Care

Lot No: 1

#### **II.2.2. Additional CPV code(s)**

85310000 Social work services, 85300000 Social work and related services, 85311000 Social work services with accommodation, 85312000 Social work services without accommodation, 85320000 Social services, 98000000 Other community, social and personal services

#### **II.2.3. Place of performance**

NUTS code: UKG24 Staffordshire CC

Main site or place of performance: Staffordshire.

#### **II.2.4. Description of the procurement**

Description of the procurement:

Staffordshire County Council would like to invite Suppliers who are committed to providing high quality Personalised Support and Care services, that promote independence and lead to an improved quality of life that enables Service Users to be able to remain in their own home for as long as possible and to achieve and maintain their autonomy, independence, personal identity and assessed outcomes.

The Suppliers shall provide the services for the benefits of all adults who reside in the County of Staffordshire(excluding Stoke on Trent) and who are also aged eighteen (18) years or over (except for those going through transition from Children's to Adults) and who have been assessed by the Council or their partners as eligible to receive support and care within their own home.

Care will be delivered within the Service User's own home or ordinary place of residence within the County of Staffordshire (excluding the City of Stoke-on-Trent). Service Users and Carers are to remain at the centre of decisions about their care, thus ensuring care is provided in a person centred way.

The Council will be appointing multiple suppliers to provide various call off contracts under a framework agreement for personalised support and care services across 12 (twelve) geographical Contract Zones within Staffordshire under the following Lots:

—

Lot 1: Generic Framework Provider of Personalised Support and Care;

—

Lot 2: Capacity Block Provider of Personalised Support and Care;

—

Lot 3: Pre-Purchased Rota Provider of Personalised Support and Care;

—

Lot 4: 'Future' Capacity Blocks of Personalised Support and Care;

—

Within Health and Social care, Service Users can have a range of needs, which may broadly fit into one or more of the following service categories (but not restricted to):

—

Learning Disability.

—

Physical Disability and Sensory Impairment.

—

Older People.

—

Mental Health.

The Provider must have an understanding of the needs of the service categories; ensure that they are able to provide these services and to employ a workforce that is appropriately skilled, experienced and diverse in order to meet the assessed needs.

There are some enhanced requirements detailed within the service specification for services users when the service is provided within an Extra Care Housing Scheme.

We would like to invite suppliers interested in this tender opportunity to register and tender (using the above contract reference number) for this procurement process on our E tendering Pro-actis system <https://www.proactisplaza.com/>.

Once you have registered on Pro-actis you will be able to view and download all the tender documentation.

#### **II.2.5. Award criteria**

Quality criterion - Name: Service Delivery / Weighting: 20

Quality criterion - Name: Delivery of Quality Care / Weighting: 18

Quality criterion - Name: Record Keeping, Information Sharing and Reporting / Weighting: 18

Quality criterion - Name: Social Value / Weighting: 2

Quality criterion - Name: Business Continuity / Weighting: 7

Quality criterion - Name: Implementation and Mobilisation / Weighting: 11

Quality criterion - Name: Capacity Demands / Weighting: 13

Quality criterion - Name: Feedback and Service User Involvement / Weighting: 5

Quality criterion - Name: Staff Development / Weighting: 6

Price - Weighting: 0

#### **II.2.11. Information about options**

Options: no

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

#### **II.2.14. Additional information**

##### **II.2. Description**

##### **II.2.1. Title**

Capacity Block Provider of Personalised Support and Care

Lot No: 2

### **II.2.2. Additional CPV code(s)**

85300000 Social work and related services, 85310000 Social work services, 85311000 Social work services with accommodation, 85312000 Social work services without accommodation, 85320000 Social services, 98000000 Other community, social and personal services

### **II.2.3. Place of performance**

NUTS code: UKG24 Staffordshire CC

Main site or place of performance: Staffordshire.

### **II.2.4. Description of the procurement**

Staffordshire County Council would like to invite Suppliers who are committed to providing high quality Personalised Support and Care services, that promote independence and lead to an improved quality of life that enables Service Users to be able to remain in their own home for as long as possible and to achieve and maintain their autonomy, independence, personal identity and assessed outcomes.

The Suppliers shall provide the services for the benefits of all adults who reside in the County of Staffordshire(excluding Stoke on Trent) and who are also aged eighteen (18) years or over (except for those going through transition from Children's to Adults) and who have been assessed by the Council or their partners as eligible to receive support and care within their own home.

Care will be delivered within the Service User's own home or ordinary place of residence within the County of Staffordshire (excluding the City of Stoke-on-Trent). Service Users and Carers are to remain at the centre of decisions about their care, thus ensuring care is provided in a person centred way.

The Council will be appointing multiple suppliers to provide various call off contracts under a framework agreement for personalised support and care services across 12 (twelve) geographical Contract Zones within Staffordshire under the following Lots:

—

Lot 1: Generic Framework Provider of Personalised Support and Care;

—

Lot 2: Capacity Block Provider of Personalised Support and Care;

—

Lot 3: Pre-Purchased Rota Provider of Personalised Support and Care;

—

Lot 4: 'Future' Capacity Blocks of Personalised Support and Care;

Within Health and Social care, Service Users can have a range of needs, which may broadly fit into one or more of the following service categories (but not restricted to):

—

Learning Disability.

—

Physical Disability and Sensory Impairment.

—

Older People.

—

Mental Health.

The Provider must have an understanding of the needs of the service categories; ensure that they are able to provide these services and to employ a workforce that is appropriately skilled, experienced and diverse in order to meet the assessed needs.

There are some enhanced requirements detailed within the service specification for services users when the service is provided within an Extra Care Housing Scheme.

We would like to invite suppliers interested in this tender opportunity to register and tender (using the above contract reference number) for this procurement process on our E tendering Pro-actis system <https://www.proactisplaza.com/> .

Once you have registered on Pro-actis you will be able to view and download all the tender documentation.

#### **II.2.5. Award criteria**

Quality criterion - Name: Service Delivery / Weighting: 20

Quality criterion - Name: Delivery of Quality Care / Weighting: 18

Quality criterion - Name: Record Keeping, Information Sharing and Reporting / Weighting: 18

Quality criterion - Name: Social Value / Weighting: 2

Quality criterion - Name: Business Continuity / Weighting: 7

Quality criterion - Name: Implementation and Mobilisation / Weighting: 11

Quality criterion - Name: Capacity Demands / Weighting: 13

Quality criterion - Name: Feedback and Service User Involvement / Weighting: 5

Quality criterion - Name: Staff Development / Weighting: 6

Quality criterion - Name: Capacity Block Question / Weighting: 10

Price - Weighting: 0

#### **II.2.11. Information about options**

Options: no

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

#### **II.2.14. Additional information**

##### **II.2. Description**

##### **II.2.1. Title**

Pre-purchased Rota Provider of Personalised Support and Care

Lot No: 3

##### **II.2.2. Additional CPV code(s)**

85300000 Social work and related services, 85310000 Social work services, 85311000 Social work services with accommodation, 85312000 Social work services without accommodation, 85320000 Social services, 98000000 Other community, social and personal services

##### **II.2.3. Place of performance**

NUTS code: UKG24 Staffordshire CC

Main site or place of performance: Staffordshire.

##### **II.2.4. Description of the procurement**

Staffordshire County Council would like to invite Suppliers who are committed to providing high quality Personalised Support and Care services, that promote independence and lead to an improved quality of life that enables Service Users to be able to remain in their own home for as long as possible and to achieve and maintain their autonomy, independence, personal identity and assessed outcomes.

The Suppliers shall provide the services for the benefits of all adults who reside in the County of Staffordshire(excluding Stoke on Trent) and who are also aged eighteen (18) years or over

(except for those going through transition from Children's to Adults) and who have been assessed by the Council or their partners as eligible to receive support and care within their own home

Care will be delivered within the Service User's own home or ordinary place of residence within the County of Staffordshire (excluding the City of Stoke-on-Trent). Service Users and Carers are to remain at the centre of decisions about their care, thus ensuring care is provided in a person centred way.

The Council will be appointing multiple suppliers to provide various call off contracts under a framework agreement for personalised support and care services across 12 (twelve) geographical Contract Zones within Staffordshire under the following Lots:

—  
Lot 1: Generic Framework Provider of Personalised Support and Care;

—  
Lot 2: Capacity Block Provider of Personalised Support and Care;

—  
Lot 3: Pre-Purchased Rota Provider of Personalised Support and Care;

—  
Lot 4: 'Future' Capacity Blocks of Personalised Support and Care;

Within Health and Social care, Service Users can have a range of needs, which may broadly fit into one or more of the following service categories (but not restricted to):

—  
Learning Disability.

—  
Physical Disability and Sensory Impairment.

—  
Older People.

—  
Mental Health.

The Provider must have an understanding of the needs of the service categories; ensure that they are able to provide these services and to employ a workforce that is appropriately skilled, experienced and diverse in order to meet the assessed needs.

There are some enhanced requirements detailed within the service specification for services users when the service is provided within an Extra Care Housing Scheme.

We would like to invite suppliers interested in this tender opportunity to register and tender (using the above contract reference number) for this procurement process on our E tendering Pro-actis system <https://www.proactisplaza.com/> .

Once you have registered on Pro-actis you will be able to view and download all the tender documentation.

#### **II.2.5. Award criteria**

Quality criterion - Name: Service Delivery / Weighting: 20

Quality criterion - Name: Delivery of Quality Care / Weighting: 18

Quality criterion - Name: Record Keeping, Information Sharing and Reporting / Weighting: 18

Quality criterion - Name: Social Value / Weighting: 2

Quality criterion - Name: Business Continuity / Weighting: 7

Quality criterion - Name: Implementation and Mobilisation / Weighting: 11

Quality criterion - Name: Capacity Demands / Weighting: 13

Quality criterion - Name: Feedback and Service User Involvement / Weighting: 5

Quality criterion - Name: Staff Development / Weighting: 6

Quality criterion - Name: Pre-purchased Rota Question / Weighting: 10

Price - Weighting: 0

#### **II.2.11. Information about options**

Options: no

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

#### **II.2.14. Additional information**

### **II.2. Description**

#### **II.2.1. Title**

'Future' Capacity Blocks of Personalised Support and Care  
Lot No: 4

#### **II.2.2. Additional CPV code(s)**

85300000 Social work and related services, 85310000 Social work services, 85311000 Social work services with accommodation, 85312000 Social work services without accommodation, 85320000 Social services, 98000000 Other community, social and personal services

#### **II.2.3. Place of performance**

NUTS code: UKG24 Staffordshire CC  
Main site or place of performance: Staffordshire.

#### **II.2.4. Description of the procurement**

Staffordshire County Council would like to invite Suppliers who are committed to providing high quality Personalised Support and Care services, that promote independence and lead to an improved quality of life that enables Service Users to be able to remain in their own home for as long as possible and to achieve and maintain their autonomy, independence, personal identity and assessed outcomes.

The Suppliers shall provide the services for the benefits of all adults who reside in the County of Staffordshire (excluding Stoke on Trent) and who are also aged eighteen (18) years or over (except for those going through transition from Children's to Adults) and who have been assessed by the Council or their partners as eligible to receive support and care within their own home

Care will be delivered within the Service User's own home or ordinary place of residence within the County of Staffordshire (excluding the City of Stoke-on-Trent). Service Users and Carers are to remain at the centre of decisions about their care, thus ensuring care is provided in a person centred way.

The Council will be appointing multiple suppliers to provide various call off contracts under a framework agreement for personalised support and care services across 12 (twelve) geographical Contract Zones within Staffordshire under the following Lots:

—

Lot 1: Generic Framework Provider of Personalised Support and Care;

—

Lot 2: Capacity Block Provider of Personalised Support and Care;

—

Lot 3: Pre-Purchased Rota Provider of Personalised Support and Care;

—

Lot 4: 'Future' Capacity Blocks of Personalised Support and Care;

Within Health and Social care, Service Users can have a range of needs, which may broadly fit into one or more of the following service categories (but not restricted to):

—

Learning Disability.

—

Physical Disability and Sensory Impairment.

—

Older People.

—

Mental Health.

The Provider must have an understanding of the needs of the service categories; ensure that they are able to provide these services and to employ a workforce that is appropriately skilled, experienced and diverse in order to meet the assessed needs.

There are some enhanced requirements detailed within the service specification for service users when the service is provided within an Extra Care Housing Scheme.

We would like to invite suppliers interested in this tender opportunity to register and tender (using the above contract reference number) for this procurement process on our E tendering Pro-actis system <https://www.proactisplaza.com/>.

Once you have registered on Pro-actis you will be able to view and download all the tender documentation.

#### **II.2.5. Award criteria**

Quality criterion - Name: Service Delivery / Weighting: 20

Quality criterion - Name: Delivery of Quality Care / Weighting: 18

Quality criterion - Name: Record Keeping, Information Sharing and Reporting / Weighting: 18

Quality criterion - Name: Social Value / Weighting: 2

Quality criterion - Name: Business Continuity / Weighting: 7

Quality criterion - Name: Implementation and Mobilisation / Weighting: 11

Quality criterion - Name: Capacity Demands / Weighting: 13

Quality criterion - Name: Feedback and Service User Involvement / Weighting: 5

Quality criterion - Name: Staff Development / Weighting: 6

Quality criterion - Name: Capacity Block Question / Weighting: 10

Price - Weighting: 0

#### **II.2.11. Information about options**

Options: no

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:

no

#### **II.2.14. Additional information**

### **Section IV: Procedure**

---

#### **IV.1. Description**

##### **IV.1.1. Type of procedure**

Open procedure

##### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

#### **IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

#### **IV.2. Administrative information**

##### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2017/S 088-172108](#)

##### **IV.2.8. Information about termination of dynamic purchasing system**

##### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

#### **Section V: Award of contract**

---

**Contract No:** SCHG00164

**Lot No:** 2

**Title:**

Capacity Block Provider of Personalised Support and Care

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

04/09/2017

##### **V.2.2. Information about tenders**

Number of tenders received: 88

The contract has been awarded to a group of economic operators: yes

##### **V.2.3. Name and address of the contractor**

Official name: Harmony Care Homes Ltd

Postal address: The Innovate Building, Bentley Lane, West Midlands

Town: Walsall

NUTS code: UKG24 Staffordshire CC

Postal code: WS2 8TL

Country: United Kingdom

The contractor is an SME: yes

##### **V.2.3. Name and address of the contractor**

Official name: Mears Care Limited

Postal address: 1390 Montpellier Court, Gloucester Business Park, Gloucestershire

Town: Brockworth

NUTS code: UKG24 Staffordshire CC

Postal code: GL3 4AH

Country: United Kingdom

The contractor is an SME: no

##### **V.2.3. Name and address of the contractor**

Official name: GP Homecare TA Radis

Postal address: Mercia House, 15 Galena Close

Town: Tamworth

NUTS code: UKG24 Staffordshire CC  
Postal code: B77 4AS  
Country: United Kingdom  
The contractor is an SME: no

**V.2.3. Name and address of the contractor**

Official name: Castlerock Recruitment Group Ltd  
Postal address: 8 Tiger Court, Kings Drive, Kings Business Park, Merseyside  
Town: Prescot  
NUTS code: UKG24 Staffordshire CC  
Postal code: L34 1BH  
Country: United Kingdom  
The contractor is an SME: yes

**V.2.3. Name and address of the contractor**

Official name: Nestor Primecare Service Ltd  
Postal address: Cavendish House, Lakpur Court, Dyson Court, Staffordshire Technology Park  
Town: Stafford  
NUTS code: UKG24 Staffordshire CC  
Postal code: ST18 0FX  
Country: United Kingdom  
The contractor is an SME: no

**V.2.3. Name and address of the contractor**

Official name: Archangel Enterprises Ltd  
Postal address: Unit 35 Parkhouse Industrial Estate, Brookhouse Road  
Town: Chesterton  
NUTS code: UKG24 Staffordshire CC  
Postal code: ST5 7RU  
Country: United Kingdom  
The contractor is an SME: yes

**V.2.3. Name and address of the contractor**

Official name: London Care TA Custom Care  
Postal address: 2nd floor, Olympic House, 3 Olympic Way, Middlesex  
Town: Wembley  
NUTS code: UKG24 Staffordshire CC  
Country: United Kingdom  
The contractor is an SME: no

**V.2.3. Name and address of the contractor**

Official name: Direct Health  
Postal address: 178 Birmingham Road  
Town: West Midlands  
NUTS code: UKG24 Staffordshire CC  
Postal code: B70 6QG  
Country: United Kingdom  
The contractor is an SME: no

**V.2.3. Name and address of the contractor**

Official name: Rainbow Care Solutions  
Postal address: 11 The Kingfisher Business Park, Arthur Street, Lakeside

Town: Redditch  
NUTS code: UKG24 Staffordshire CC  
Postal code: B98 8LG  
Country: United Kingdom  
The contractor is an SME: yes

**V.2.3. Name and address of the contractor**

Official name: ICare (GB) Ltd  
Postal address: Building 3, Kincaig Road  
Town: Blackpool  
NUTS code: UKG24 Staffordshire CC  
Postal code: FY2 0PJ  
Country: United Kingdom  
The contractor is an SME: no

**V.2.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot: 353 448 000,00 GBP  
Total value of the contract/lot: 353 448 000,00 GBP

**V.2.5. Information about subcontracting**

**Section VI: Complementary information**

---

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Staffordshire County Council  
Postal address: Staffordshire Place no 2, Tipping Street  
Town: Stafford  
Postal code: ST16 2DH  
Country: United Kingdom

**VI.4.2. Body responsible for mediation procedures**

Official name: Staffordshire County Council  
Postal address: Staffordshire Place no 2, Tipping Street  
Town: Stafford  
Postal code: ST16 2DH  
Country: United Kingdom

**VI.4.4. Service from which information about the review procedure may be obtained**

Official name: Staffordshire County Council  
Postal address: Staffordshire Place no 2, Tipping Street  
Town: Stafford  
Postal code: ST16 2DH  
Country: United Kingdom

**VI.5. Date of dispatch of this notice**

12/10/2017