

United Kingdom-Stafford: Social work and related services
OJ S 199/2017 17/10/2017
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

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.

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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.

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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.

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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.

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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.

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(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

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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.

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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.

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

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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):

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Learning Disability.

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Physical Disability and Sensory Impairment.

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Older People.

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Mental Health.

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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: 3

Title:

Pre-purchased Rota 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: AMG Nursing and Care Services

Postal address: Rugby House, Stone Business Park, Brooms Road, Staffordshire

Town: Stone

NUTS code: UKG24 Staffordshire CC

Postal code: ST15 0SH

Country: United Kingdom

The contractor is an SME: yes

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: Desire Care

Postal address: 21 Fenwick Street

Town: Derby

NUTS code: UKG24 Staffordshire CC
Postal code: DE24 8FN
Country: United Kingdom
The contractor is an SME: yes

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: Harmony Care Homes Ltd
Postal address: The Innovate Building, Bentley Lane
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: Mach Care Solutions Ltd
Postal address: Unit A8 Imes Business Park, Kings Road, Tysley
Town: Birmingham
NUTS code: UKG24 Staffordshire CC
Postal code: B11 2AL
Country: United Kingdom
The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Tailored Care
Postal address: c/o Muras Baker Jones Accountants, Regent House, Bath Avenue
Town: Wolverhampton
NUTS code: UKG24 Staffordshire CC
Postal code: WV1 4EG
Country: United Kingdom
The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Homecare 4U
Postal address: Doshi Accountants Ltd, 6th Floor, Amp House, Dingwall Road
Town: Croyden
NUTS code: UKG24 Staffordshire CC
Postal code: CR0 2LX
Country: United Kingdom
The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: London 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: Mobile Care Services Ltd
Postal address: Unit A Abeles Way, Holly Lane Industrial Estate, Warwickshire
Town: Atherstone
NUTS code: UKG24 Staffordshire CC
Postal code: CV9 2QX
Country: United Kingdom
The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Kinver Care
Postal address: 4 Greenfield Buildings, School Road, Wombourne
Town: Wolverhampton
NUTS code: UKG24 Staffordshire CC
Postal code: WV5 9EJ
Country: United Kingdom
The contractor is an SME: yes

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: Homestay Care Ltd
Postal address: 51 Clive Street, Tunstall
Town: Stoke-on-Trent
NUTS code: UKG24 Staffordshire CC
Postal code: ST6 6DA
Country: United Kingdom
The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Jump 2 Independence
Postal address: Office 5, Synchro House, 512 Eturia Road
Town: Basford
NUTS code: UKG24 Staffordshire CC
Postal code: ST5 0SY
Country: United Kingdom
The contractor is an SME: no

V.2.3.

Name and address of the contractor

Official name: Teasdale Healthcare Ltd
Postal address: 7 Hillview Crescent, Baldwins Gate
Town: Newcastle
NUTS code: UKG24 Staffordshire CC
Postal code: ST5 5DE
Country: United Kingdom
The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: The Care Company
Postal address: 1 Station Road, Staffs
Town: Gnosall
NUTS code: UKG24 Staffordshire CC
Postal code: ST20 0EZ
Country: United Kingdom
The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Evolving Care Ltd
Postal address: Unit 15, Scope House, Weston Road, Cheshire
Town: Crewe
NUTS code: UKG24 Staffordshire CC
Postal code: CW1 6DD
Country: United Kingdom
The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Nestor Primecare Services Ltd
Postal address: Cavendish House, Lakpur Court, Dyson Way, 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: The Human Support Group
Postal address: Craig House, 33 Ballbrook Avenue, Didsbury
Town: Manchester
NUTS code: UKG24 Staffordshire CC
Postal code: M20 3JG
Country: United Kingdom
The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Care Plus
Postal address: Acton Court, Acton Gate
Town: Stafford
NUTS code: UKG24 Staffordshire CC
Postal code: ST18 9AP
Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Rainbow Care Solutions Ltd
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: Sentinel Care Services
Postal address: Suite G, Radford House, Stafford Park 7, Shropshire
Town: Telford
NUTS code: UKG24 Staffordshire CC
Postal code: TF3 3BQ
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, Kinncraig Business Park, Kinncraig Road
Town: Blackpool
NUTS code: UKG24 Staffordshire CC
Postal code: FY2 0PJ
Country: United Kingdom
The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: London Care
Postal address: 2nd floor, Olympic House, 3 Olympic Way, Wembley
Town: Middlesex
NUTS code: UKG24 Staffordshire CC
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