

To: Finance, Resources and Customer Services Policy Board

On: 14th November 2018

Report by: Joint Report by the Chief Executive and Director of Renfrewshire Health and Social Care Partnership

Heading: Provision of a Care at Home and / or Housing Support Service (RC-CPU-18-144)

1. **Summary**
 - 1.1 The purpose of this report is to seek the approval of Finance, Resources and Customer Services Policy Board to award a Framework Agreement for the Provision of a Care at Home and / or Housing Support Service (the “Framework Agreement”) to the organisations detailed at 2.1.1 below.
 - 1.2 The recommendation to award this Framework Agreement follows a procurement exercise which was conducted in accordance with the Public Contracts (Scotland) Regulations 2015 and the Council’s Standing Orders Relating to Contracts using an above EU Open Procedure for a Social and Other Specific Service.
 - 1.3 A Contract Strategy for this Framework Agreement was approved by the Chief Finance Officer, Renfrewshire Health and Social Care Partnership and the Strategic Commercial and Procurement Manager on 16th August 2018.
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2. **Recommendations**

2.1 It is recommended that the Finance, Resources and Customer Services Policy Board authorise:

2.1.1 The Head of Corporate Governance to award the Framework Agreement to the following organisations for the Provision of a Care at Home and / or Housing Support Service subject to insurance documentation being provided and meeting the insurance requirements as stated in the tender:

- Ailsa Care Services Limited t/a Ailsa Care Services West
- Carewatch Care Services Limited
- Clyde Healthcare Limited
- Constance Care Limited
- HRM Homecare Services Limited
- Invercare Services Limited
- SRS Care Solutions Limited

2.1.2 To approve the award of a conditional place on the Framework Agreement to the following organisation subject to prior disclosure of relevant insurance information requested under the tender procedure and providing sufficient evidence to the Council within three months of date of award of their financial stability:

- Nestor Primecare Services Limited trading as Allied Healthcare

2.1.2 To award the Framework Agreement for three (3) years from 25th February 2019 to 24th February 2022 with the option (at the discretion of the Council) to extend for up to two (2) further years until no later than 24th February 2024; and

2.1.3 At an annual value of up to £5.1 million excluding VAT with a total value up to £25.5 million excluding VAT where both option years are exercised.

3. **Background**

- 3.1 Care at Home Services in Renfrewshire are currently commissioned by the Council under the direction of the Renfrewshire Health and Social Care Partnership (RHSCP). The nature, level and duration of supports delivered will vary depending on the Service User's assessed needs, support requirements and outcomes. The Service delivered must be person centred, flexible, responsive, supportive and empowering and must reflect the needs, outcomes and aspirations of both current and future Service Users, their carer(s) and families. The Service is delivered 24 hours per day, 52 weeks per year including public holidays.
- 3.2 This procurement process was conducted in accordance with the Public Contracts (Scotland) Regulations 2015 for an above EU Threshold Open Procedure for a Service and the Council's Standing Orders Relating to Contracts for Social and Other Specific Services. A contract notice was despatched via the Public Contracts Scotland portal on 20th August 2018 with a tender deadline of 12 noon on 19th September 2018.
- 3.3 During the tendering period, fifty-seven Tenderers expressed an interest in the tender opportunity with thirteen responses submitted.
- 3.4 Regulation 67 (5) of the Public Contracts (Scotland) Regulations 2015 allows for full weighting to be applied to Quality as pricing was based on fixed rates established by the Renfrewshire Health and Social Care Partnership to enable Providers to pay their staff the Scottish Living Wage.
- 3.5 The thirteen Tenderers confirmed compliance with the minimum selection criteria set out within the European Single Procurement Document (ESPD), and each were evaluated against the published set of Award Criteria of 100% Quality by representatives from the Health and Social Care Partnership. Tenderers were required to obtain a minimum Quality criteria score of 60.00% to be awarded a place on the Framework Agreement.
- 3.6 Eight out of the thirteen Tenderers met the minimum Quality criteria score of 60.00%. To finalise this evaluation, these eight Tenderers were requested to submit their supporting documentation to evidence that they met the minimum criteria in the ESPD. This documentation was evaluated by representatives from the Corporate Procurement Unit, Corporate Risk, Corporate Health & Safety and Finance and it was concluded that seven Tenderers were compliant with one Tenderer

requiring further financial assessment and all requiring to provide relevant insurance documentation at the level required by the tender.

3.7 The scores relative to the Award Criteria for each of the seven Tenderers are noted below:

		Quality (100%)
1	Carewatch Care Services Limited	93.75
2	Constance Care Limited	82.50
3	HRM Homecare Services Limited	72.50
4	SRS Care Solutions Limited	63.75
5	Ailsa Care Services Limited t/a Ailsa Care Services West	61.25
6	Clyde Healthcare Limited	60.00
7	Invercare Services Limited	60.00

3.8 The following Provider met the minimum Quality criteria score of 60%, however, failed to achieve a minimum Dun and Bradstreet score of 20, therefore, a financial assessment was carried out:

3.9

8	Nestor Primecare Services Limited trading as Allied Healthcare	60.00
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The evaluation of tender submissions received identified that the tenders submitted by the following organisations were the most economically advantageous tender submissions and conditional upon insurance cover at the minimum stated in the tender:

- Ailsa Care Services Limited t/a Ailsa Care Services West
- Carewatch Care Services Limited
- Clyde Healthcare Limited
- Constance Care Limited
- HRM Homecare Services Limited
- Invercare Services Limited
- Healthcare
- SRS Care Solutions Limited

An award on to the Framework Agreement for Nestor Primecare Services Limited trading as Allied Healthcare is also conditional on Nestor Primecare Limited trading as Allied Healthcare providing

sufficient evidence to the Council within three months of date of award of their financial stability.

- 3.10 Community Benefits were requested as part of this procurement process and the following Tenderers advised within their tender submission that the following Community Benefits would be delivered as part of this Framework Agreement:

Carewatch Care Services Limited

- Apprenticeships and work experience placements

Constance Care Limited

- Creation of 1 new post per additional 22 hours of care per week;
- 1 x 2-year Modern apprenticeships;
- Support Educational Support and training initiatives contributing to promoting careers in social care and enhancing employability providing a minimum of 1 x work experience and 2 x talks per annum;

HRM Homecare Services Limited

- Create at least 2 new apprenticeship positions;
- Offer a Graduate Internship;
- Offer employment to at least 6 unemployed people for a minimum of 6 months;
- Provide work experience placements;
- Participate in Careers events

Nestor Primecare Services Limited trading as Allied Healthcare

- Apprenticeships and work experience placements

SRS Care Solutions Limited

- Offer work placements and apprenticeships
- Take ownership of a local community project or service within Renfrewshire.

Implications of the Report

1. Financial

The financial status of seven of the eight Tenderers was assessed which confirmed that the organisations satisfied the Council's

requirements in relation to financial stability. Further assurance as to financial stability is being sought from the remaining tenderer.

2. **HR & Organisational Development** – There are no TUPE implications identified for the Council, however there are potential TUPE implications between the current Providers and those Providers awarded places on to the Framework Agreement.
3. **Community/Council Planning –**
 - Our Renfrewshire is fair -
 - Ensure that those receiving a service get access to opportunities to improve their health, skills and income
 - Our Renfrewshire is safe –
 - Protecting those receiving a service, ensuring they can live safely and independently
 - Reshaping our place, our economy and our future –
 - Local employment opportunities
 - Support of the Scottish Living Wage
 - Fair employment terms and conditions
 - Building strong, safe and resilient communities
 - Development of links with employment and training initiatives within the community
 - Tackling inequality, ensuring opportunities for all -
 - The Service the received will help to maintain skills to remain independent for as long as possible and to maintain and manage their accommodation
 - Working together to improve outcomes
 - The service delivered will be personal centred and flexible
4. **Legal** - This procurement was carried out in accordance with the Public Contracts (Scotland) Regulations 2015 and the Council's Standing Orders Relating to Contracts using an above EU Open Procedure for a Social and Other Specific Service.
5. **Property/Assets** – None.
6. **Information Technology** - None
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report.

8. **Health & Safety** - The health and safety credentials for the eight Tenderers were evaluated by Corporate Health and Safety and met the Council's minimum requirements regarding health and safety.
9. **Procurement** – The procurement procedures outlined within this report shall ensure that the Council meets its statutory requirements in respect of procurement procedures, efficiency and modern Government.
10. **Risk** – The individual award to a Tenderer is conditional upon that Tenderer providing all insurance documentation and meeting the insurance requirements as stated in the tender.
11. **Privacy Impact** – The Framework Agreement contains Renfrewshire Council's General Conditions of Contract data protection provisions. All organisations awarded on to the Framework Agreement will be Data Controllers and, as such, have a legal responsibility to comply with Data Protection legislation when collecting, processing and storing personal data of those receiving a service. No Data Protection Impact Assessment was conducted or deemed necessary on the basis the service provided by the organisation awarded on to the Framework Agreement will not involve new technologies or other ways of processing personal data.
12. **Cosla Policy Position** – N/A

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