

Report to:	EXECUTIVE CABINET
Date:	14 December 2022
Executive Member:	Councillor John Taylor – Executive Member Adult Social Care, Homelessness and Inclusivity
Reporting Officer:	Stephanie Butterworth, Director of Adult Services
Subject:	CONTRACT AWARD FOR THE PROVISION OF A SUPPORT AT HOME SERVICE
Report Summary:	<p>On 24 August 2022, Executive Cabinet approved an extension to the existing Helping People to Live at Home and Extra Care Service contract from contract end date 30 October 2022 to 31 May 2023. At the same time, approval was given to tender the five contracts that comprise the Support at Home Service, rescheduled to commence 1 June 2023.</p> <p>Following a comprehensive competitive procurement process, the five highest ranking providers have been identified and this report seeks approval by Executive Cabinet to award the contracts as detailed in the report.</p>
Recommendations:	<p>That following the evaluation of tender submissions, Cabinet be recommended to approve the award of contracts to the highest ranking and most economically advantageous providers namely:</p> <ol style="list-style-type: none"> 1. North Neighbourhood - Provider 2 - Careline, 2. East Neighbourhood - Provider 1 - Able Care, 3. South Neighbourhood - Provider 8 - Direct Care, 4. West Neighbourhood - Provider 6 - Comfort Call, 5. Extra Care Housing - Provider 22 - Creative Support.
Financial Implications: (Authorised by the statutory Section 151 Officer)	<p>The financial implications for this contract award span over 6 years with a total council budget of £73m. The financial commitment each year will be dependent upon the number of hours provided by the service suppliers and subject to monitoring.</p> <p>This contract award is following a full tender process through STAR and carried out financial checks and risk assessments on the providers listed in this report.</p>
Legal Implications: (Authorised by the Borough Solicitor)	<p>The tender process has been supported by STaR procurement to ensure that a compliant procedure has been followed and that best value is achieved.</p>
Policy Implications:	<p>The proposals align with the Living Well, Working Well and Aging Well programmes for action. The service also links into the Council's priorities :-</p> <ul style="list-style-type: none"> • Help people to live independent lifestyles supported by responsible communities. • Improve the health and wellbeing of residents • Protect the most vulnerable
Risk Management:	<p>There will be a continued dialogue between commissioners and the providers to ensure that best value is delivered against the contract resource with a view to working towards service</p>

developments. These will be delivered through contract performance management and working in partnership with neighbourhood teams.

Access to Information:

The background papers relating to this report can be inspected by contacting the report writer Dave Wilson:



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1. INTRODUCTION

- 1.1 On 27 October 2021, Strategic Commissioning Board initially approved a tender process to commence in May 2022 with a contract commencement date of 1 November 2022 for the Support at Home Service. Whilst this went ahead, the ongoing challenges and unprecedented circumstances of the pandemic and the impact of this on provider's ability to respond to a tender exercise, alongside the need to ensure a stable care market for the impending winter period, meant the tender exercise was aborted in June 2022.
- 1.2 Subsequently, on 24 August 2022, Executive Cabinet approved an extension to the existing Helping People to Live at Home and Extra Care Service from contract end date 30 October 2022 to 31 May 2023. At the same time, approval was given to tender the five contracts that comprise the Support at Home Service.

2 THE SUPPORT AT HOME SERVICE

- 2.1 The service will comprise five components/contracts:
 - Four contracted zones corresponding with the four Neighbourhood Teams
 - A fifth contract to provide care and support across the borough's four Extra Care Housing schemes
- 2.2 This represents a change to the current arrangement. The intention is to move from six zoned providers to four; each neighbourhood would have one dedicated homecare provider (West and East currently have two). This should further cement the close partnership working between Neighbourhoods and providers fostered over the last five years whilst embedding a more sustainable business model for providers based on, for most, more hours.
- 2.3 Moving to an arrangement where one provider is responsible for the four Extra Care Schemes will allow greater flexibility of the workforce as needs flex and change over time and from one setting to another.
- 2.4 TUPE will apply in two of the four zones – East and West – and on the Extra Care contract. As per usual with TUPE transfers of this kind, service users will, for the most part, retain the carers from under their existing support even though for some, their provider will change. The due diligence process, along with support throughout from Commissioning, working alongside organisations experienced at, and skilled in, managing TUPE transfers, will ensure disruption to service users is kept to an absolute minimum.
- 2.5 There is also the small, but unlikely possibility that Provider 14, one of our incumbent providers, may look to retain the service users they have as they exit their current contractual agreement. Should this become something they look to explore, Commissioning will work closely with them to oversee and help manage, the process.

3 THE PROCUREMENT APPROACH USED

- 3.1 An open tendering exercise commenced on 9 September 2022 and closed on 11 October 2022. The tender was completed fully in accordance with Tameside Metropolitan Borough Council Procurement Standing Orders and in conjunction with OJEU requirements via the CHEST (the North West procurement portal).
- 3.2 The approaches used on this tender were:
 - Tender Submission Questionnaire – The tender questionnaire had eight questions; six 'generic' questions covering partnership working, blended roles, workforce issues, person and community centred working, technology and coproduced care and support, along with one question specifically for organisations tendering for one of the zoned contracts

and one question specifically for organisations tendering for the extra care contract. The tender is structured so that we award to five different providers with providers expressing a preference for which contract/zone they would like if successful (see evaluation tables, below). The final decision as to the allocation of contracts is the Council's.

- Service User Question/Presentation – Commissioners approached three service users to take part in the tender process. Between them, the service users agreed a question which the highest scoring seven tenderers then responded to via a presentation evaluated by the service users. This accounted for 10 per cent of the total score.

4 DETAILS OF PROPOSED CONTRACTUAL ARRANGEMENTS

- 4.1 Tameside Adult Services in its role as lead commissioner is looking to award a six year contract, commencing on 1 June 2023 and expiring on 31 May 2029 with no scope to extend.

5 RESPONSE

- 5.1 Compliant responses were received from twenty-two organisations.
- 5.2 In addition, there were three non-compliant tenders, which were excluded from the evaluation process.

6 EVALUATION METHOD AND OUTCOME

- 6.1 Tender submissions were evaluated by:
- Julie Seel – West Neighbourhood Team Manager
 - Jayne Cooper – East Neighbourhood Team Manager
 - Kerry Woolley - Contracts and Commissioning Officer, Adults
 - Siobhan Gough - Contracts and Commissioning Officers, Adults
 - Dave Wilson - Commissioning Adults Team Manager
- 6.2 The Invitation to Tender was based on a 100 per cent quality weighting. Cost is not part of the evaluation as the Council sets the hourly rate. Social value is integral to the delivery of this service (including employing local citizens, engaging with local community groups/organisations and reducing car mileage via small, local walkable rounds), is a contractual obligation, and therefore has not been scored separately. The requirement to weight tender submissions ensures compliance with European Union Regulations 2006.
- 6.3 All questions were drafted with input from panel members along with the presentation question designed and evaluated by service users. All related to matters pertinent to the contract being tendered.

7 CHECKS ON PROVIDERS

- 7.1 STAR procurement have undertaken a full financial check via Company Watch. The check measures the overall financial health of a company. It is based on a statistical evaluation of a company's publicly available financial results in order to determine the level of financial risk associated with the company.
- 7.2 STAR are satisfied that the Company Watch financial analysis of the five highest ranking tenderers indicates a good level of financial viability. Financial checks are available for scrutiny if required.
- 7.3 All organisations have indicated they have the appropriate levels of insurance on commencement of the service. Insurance documents will be obtained from the successful

bidder on award of the contract.

8. CONCLUSION

- 8.1 A full summary of the evaluation scores is provided in the tables below along with the provider preference. The individual organisation's scores are available for scrutiny.

Home Care	%	Rank	North	East	South	West	Extra Care
Provider 1	96.25	3	5	2	3	4	1
Provider 2	87.50	4	1	4	3	2	x
Provider 3	70.00	7	1	2	4	3	x
Provider 4	60.00	12	2	1	3	4	x
Provider 5	33.75	17	3	5	4	1	2
Provider 6	97.50	2	2	4	3	1	x
Provider 7	32.50	18	1	3	2	4	x
Provider 8	100.0	1	2	4	1	3	x
Provider 9	28.75	19	4	2	3	1	x
Provider 10	50.00	14	3	4	1	2	x
Provider 11	86.25	5	x	1	x	x	x
Provider 12	67.50	8	2	5	4	3	1
Provider 13	45.00	15	1	2	4	3	x
Provider 14	67.50	9	1	2	4	5	3
Provider 15	78.75	6	4	2	5	3	1
Provider 16	45.00	15	1	5	4	3	2
Provider 17	61.25	11	1	3	4	2	x
Provider 18	65.00	10	4	1	3	5	2
Provider 19	23.75	20	4	1	2	3	5
Provider 20	51.25	13	1	3	4	2	5

Extra Care	%	Rank	North	East	South	West
Provider 1	96.25	2	5	2	3	4
Provider 21	58.75	7	x	x	x	x
Provider 5	31.25	11	3	5	4	1
Provider 22	97.50	1	x	x	x	X
Provider 12	67.50	4	2	5	4	3
Provider 14	65.00	6	1	2	4	5
Provider 15	81.25	3	4	2	5	3
Provider 16	45.00	10	1	5	4	3
Provider 17	53.75	9	1	3	4	2
Provider 18	67.50	4	4	1	3	5
Provider 19	26.25	12	4	1	2	3
Provider 20	56.25	8	1	3	4	2

Award summary:

Extra Care Schemes Provider 22 namely Creative Support
 North Neighbourhood Provider 2 namely Careline
 East Neighbourhood Provider 1 namely Able Care and Support
 South Neighbourhood Provider 8 namely Direct Care

West Neighbourhood Provider 6 namely Comfort Call

9. RECOMMENDATION

9.1 As set out at the front of the report.