

Finance and Resources Committee

10am, Thursday, 27 November 2014

Contract for Canalside Registered Day Service for Older People from 1 April 2015 to 30 March 2018 with the option to extend for up to 2 x 12 month periods

Item number 7.14
Report number
Executive/routine
Wards

Executive summary

This report outlines the result of a competitive tender process for a contract to deliver a Registered Day Centre Service for Older People in a building owned by the Council at Canalside in Wester Hailes.

The report seeks approval from the Finance and Resources Committee to award a contract for the Canalside Registered Day Service from 1 April 2015 to 30 March 2018 with the option to extend for up to 2 x 12 month periods.

The total cost of the service for the initial 3 year contract period is £905,839. If options to extend the contract are exercised, the total contract value equates to £1,509,731, based on current costs. Any extensions would be reviewed prior to renewal.

Links

Coalition pledges	P36 , P39 , P43
Council outcomes	CO10 , CO11 , CO12 , CO13 , CO14 , CO15 , CO19 , CO23 , CO24 , CO25 , CO26
Single Outcome Agreement	SO2 , SO4

Canalside Registered Day Service for Older People

Recommendations

The Finance and Resources Committee is invited to approve the award of a block contract with Cornerstone Community Care (operating as Cornerstone), from 1 April 2015 to 30 March 2018 with the option to extend for up to 2 x 12 month periods.

Background

- 2.1 The Commissioning Plan for Social Care Day Services for Older People 2012-17 sets out the commissioning approach for day services, based on the results of a significant consultation in 2012.
- 2.2 The consultation confirmed that day services for older people are key community services, which support older people to remain in their own homes for longer. Registered day services provide meaningful social interaction and activities for older people who need support due to mobility, frailty, dementia and isolation, and also provide a valuable break for unpaid carers.
- 2.3 The recommendations within the Commissioning Plan are being implemented, including the development of a re-ablement approach within day services. The Council continues to work with day service providers in a collaborative way to develop services.
- 2.4 During February 2014, Commercial and Procurement Services advertised the availability of new contracts for the delivery of Registered Day Centre Services via the Public Contracts Scotland web portal and invited interested parties to submit Notes of Interest.
- 2.5 The majority of registered day services for older people are delivered in buildings owned or leased by the organisation delivering the service. The Finance and Resources Committee on 5 June 2014 gave approval to extend 12 contracts that fall into this category.
- 2.6 The Council currently lets one contract to Bield Care Services (BCA) for the delivery of a Registered Day Centre Service for Older People in a building owned by the Council at Canalside in Wester Hailes.
- 2.7 The report on 5 June 2014 noted that several credible notes of interest were received in relation to the Canalside contract and therefore proposed to progress renewal of this contract by means of a competitive tender process. The existing contract has been extended to 31 March 2015.

2.8 This report gives the outcome of the tender process.

Main report

- 3.1 Governance for the procurement process has been overseen by a Project Team comprising of representatives from Health and Social Care, Procurement, Legal, Property and Finance functions within the Council.
- 3.2 This procurement was classified as a Part B Service in accordance with the Public Contracts (Scotland) Regulations 2012.
- 3.3 The contract was advertised on the Public Contracts Scotland website from 23 June 2014 for a 6 week period. 10 expressions of interest were received.
- 3.4 Four tenders were subsequently received and evaluated by the evaluation team. A weighting of 70% for quality and 30% for price was applied, as agreed by the Project Team as appropriate for this service, in order to rank providers in terms of best value. Only one tender was disqualified due to the tender not reaching the pre set quality threshold of 60%.
- 3.5 The table below shows the outcome of the evaluation process. The evaluation matrix used allocates a maximum score to the highest quality and cheapest price, against which all other tenders are shown on a prorated basis. In this case the preferred provider scored highest for both quality and price.

Rank	Provider	Quality Score	Price Score	Total Score
1	Cornerstone	70	30	100
2	B	63.5	28.4	91.9
3	C	70	20.7	90.7
4	D	Disqualified		

- 3.6 If the recommendation is approved by the Committee, the Project Team will oversee arrangements for the transfer of the service to the new provider, with the aim of minimising disruption for service users.

Measures of success

- 4.1 The contract will be monitored based on the outcomes and measures included within the Service Specification for Registered Day Services for Older People.

- 4.2 All Registered Day Services for Older People are also subject to regulation and inspection by the Care Inspectorate.

Financial impact

- 5.1 The total cost of the service for the initial 3 year contract period is £905,839. This provides a saving of £13,829 over a 3 year period based on the current contract value. If options to extend the contract are exercised, the total contract value equates to £1,509,731, based on current costs. Any extensions would be reviewed prior to renewal.
- 5.2 The costs will be met within Health & Social Care's budget.
- 5.3 The costs associated with procuring this contract are estimated at between £10,000 - £20,000.

Risk, policy, compliance and governance impact

- 6.1 The Project Team are managing the risks associated with the transfer of a service to a new provider. Care Inspectorate registration can currently take up to 6 months from application to award, which would lead to a delay in the new provider being able to start the contract.

Equalities impact

- 7.1 An Equalities and Rights Impact Assessment has been completed which considered any impacts that the procurement process may have on the equalities and rights of services users, staff and the wider community.

Sustainability impact

- 8.1 The contract includes requirements for the provider to ensure sustainability outcomes are delivered.

Consultation and engagement

- 9.1 A significant consultation was undertaken to inform the Commissioning Plan for Social Care Day Services for Older People 2012-17.
- 9.2 Communication with service users and staff has taken place, working with the current provider.

- 9.3 The Project Team will work with the incumbent and new providers to ensure communication with service users and stakeholders is well managed, with the aim of minimising any disruption for service users.

Background reading/external references

[Commissioning Plan for Social Care Day Services for Older People 2012-17, Health, Social Care and Housing Committee, 19 June 2012](#)

[Award and Further Extension of Health and Social Care Contracts, Finance and Resources Committee, 5 June 2014](#)

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Links

Coalition pledges	<p>P36 – Develop improved partnership working across the capital and with the voluntary sector to build on the “Total Craigroyston” model</p> <p>P39 – Establish a Care Champion to represent carers</p> <p>P43 – Invest in healthy living and fitness advice for those most in need</p>
Council outcomes	<p>CO10 – Improved health and reduced inequalities</p> <p>CO11 – Preventative and personalised support in place</p> <p>CO12 – Edinburgh's carers are supported</p> <p>CO13 – People are supported to live at home</p> <p>CO14 – Communities have the capacity to help support people</p> <p>CO15 – The public is protected</p> <p>CO19 - Attractive places and well maintained – Edinburgh remains an attractive city through the development of high quality buildings and places and the delivery of high standards and maintenance of infrastructure and public realm</p> <p>CO23 – Well engaged and well informed – communities and individuals are empowered and supported to improve local outcomes and foster a sense of community</p> <p>CO24 – The Council communicates effectively internally and externally and has an excellent reputation for customer care</p> <p>CO25 – The Council has efficient and effective services that deliver on objectives</p>

Single Outcome Agreement	CO26 – The Council engages with stakeholders and works in partnership to improve services and deliver on agreed objectives SO2 – Edinburgh’s citizens experience improved health and wellbeing, with reduced inequalities in health SO4 – Edinburgh’s communities are safer and have improved physical and social fabric
Appendices	Appendix 1 – Summary of evaluation process Appendix 2 – Award criteria Appendix 3 – Scoring methodology

Appendix 1 – Summary of Evaluation Process

Summary of Tendering and Tender Evaluation Processes

Contract	Canalside Registered Day Centre Service
<i>Contract Period</i>	1 April 2015 to 31 March 2018 with the option to extend up to a further 2 years.
<i>Standing Orders observed</i>	Open Procedure
<i>EC Directives</i>	2004/18/EC
<i>Tenders Returned</i>	4
<i>Tenders Failing Quality Threshold</i>	1
<i>Number of recommended Providers</i>	1
<i>Primary Criterion</i>	Most economically advantageous tender
<i>Secondary Criteria</i>	Quality (70%) – minimum threshold 60. Price (30%)
<i>Evaluation Team</i>	Officers from Council Health and Social Care

Appendix 2 – Award Criteria

Qualitative Criteria

Award Criteria	Weighting (%)
Positive Outcomes	15
Staffing & Service Delivery	16
Implementation	16
Personalised Support for Older People	8
Knowledge, Skills, Training & Support	10
Quality Assurance	12
Business Continuity	8
Equity of Service	6
Collaborative Working & Community Benefits	9
Total	100%

Appendix 3 – Scoring Methodology

Scoring Methodology

Score	Description
0 Unacceptable	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.
1 Poor	Response is partially relevant, but generally poor. The response addresses some elements of the requirement, but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.
2 Acceptable	Response is relevant and acceptable. The response addresses a broad understanding of the requirement, but may lack details on how the requirement will be fulfilled in certain areas.
3 Good	Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.
4 Excellent	Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.