



Report of: Deputy Director, Integrated Commissioning Adults and Health

Report to: Director of Adults and Health

Date: 11th December 2019

Subject: To seek authority from the Director of Adults and Health to enter into a contract with Touchstone- Leeds to deliver the Sikh Elders Service. The total value of the contract to be awarded for the five year contract period is £316,219.37. The total value of this decision, including any extension periods is up to a maximum of £442,725.

Are specific electoral wards affected? If yes, name(s) of ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Has consultation been carried out?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Will the decision be open for call-in?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, access to information procedure rule number: 10.4(3) Appendix number: 1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Summary

1. Main issues

- This report seeks authority from the Director of Adults and Health following the completion of a competitive procurement exercise to award the contract for the Sikh Elders Service to Touchstone-Leeds. The contract will commence on 1st April 2020 for a period of 5 years with the option to extend for up to an additional 24 month period in any combination subject to the approval of this report.
- If approved, the contract will be awarded by end of December 2019 allowing for a three month mobilisation period.
- Due to the total contract value being less than £500K this is a Significant Operational Decision and will not be subject to call-in.

2. Best Council Plan Implications (click [here](#) for the latest version of the Best Council Plan)

This service will contribute to the following priorities

- Making Leeds the best city to grow old in
- Supporting healthy, physically active lifestyles

- Promoting opportunities for older people to be healthy, active, included and respected

3. Resource Implications

- The total value of this decision is £316,219.37 – this will be for a contractual arrangement of 5 years commencing on 1st April 2020. There will be an option to extend for a period of up to 24 months in any combination, which will be subject to a separate decision at the appropriate time. If the full 24 month extension period is approved, the total funding available, including the aforementioned contract value will be up to a maximum of £442,725. If an extension period of less than 24 months is approved this figure will reduce accordingly. Funding is available within the Adults and Health budget for the provision of this service within the contract sum
- Officer time will be necessary in order to undertake future contract monitoring. This will be met through existing capacity from within the Adults and Health Integrated Commissioning Team.

Recommendations

The Director of Adults and Health is recommended to:

- Note the evaluation process undertaken and approve the award of the contract under Contract Procedure Rule 18.1 (Awarding Contracts) to Touchstone-Leeds for the provision of the Sikh Elders Service at a total cost of £316,219.37 for the five year contract period. The contract is to commence on 1 April 2020 and will run for 5 years with an option to extend up to a further 24 months in any combination. Approval of a 24 month extension period would take the total value up to a maximum of £442,725.

1. To use their delegated authority to take commissioning decisions which will be a direct consequence of this Significant Operational Decision
2. Purpose of this report
 - 1.1 To request approval to enter into a contract with Touchstone-Leeds in line with CPR 18.1 to provide a service for predominantly, but not exclusively Sikh Elders in Leeds, with a contract commencement date of 1st April 2020.

2. Background information

- 2.1 The Sikh Elders Service is a citywide service that aims to provide opportunities to benefit the social, physical and mental wellbeing of predominantly, but not exclusively, Sikh Elders. In the context of this service “Elders” are defined as people aged 55 and over.

The main outcomes for the Sikh Elders service are:

- Reduction of Social Isolation
- Increased participation & involvement in the communities in which they live
- Choice and control over their own lives
- Enhanced wellbeing and healthier life choices

- 2.2 In order to meet these outcomes, the service delivers a wide variety of support and activities, e.g. provision of information and advice, activity groups, befriending and more intensive 1-1 support.
- 2.3 This service has been delivered through a contractual arrangement since 2007 under an open tendering process. It is a well established and well thought of service which has specific expertise and experience in supporting BAME communities and in particular Sikh elders.
- 2.4 The procurement exercise for the Sikh Elders Service commenced in October 2019 with the tender documents being published on the council's tendering portal YORtender on 4th October 2019. Three completed tenders were returned by the deadline and following a compliance check undertaken by Procurement and Commercial Services (PACS), evaluated accordingly. The tender process was conducted under a process following the open procedure (a one stage process) with a requirement that providers must pass the technical question included in the Standard Selection Questionnaire (SSQ) to confirm that they have the required experience and knowledge of delivering similar services to that required in the specification for this service. All three submissions passed the technical question contained in the SSQ which was agreed at a consensus meeting on 1st November 2019.
- 2.5 The decision to approve the procurement of this service was covered under a Significant Operational Decision dated 27th September 2019.
- 2.6 There will be a robust contract monitoring process in place whereby the provider will need to demonstrate their ability to deliver the service in line with required outcomes detailed in the service specification.

3. Main issues

- 3.1 The procurement opportunity for this service was advertised on YORtender from 4th October until 1st November 2019. It included a number of questions (detailed below) to enable providers to demonstrate their capability to deliver this service. A minimum score threshold and appropriate weighting based on the importance of the response was applied to each question.

	Method Statement	Assessment Method	Maximum Points Available	Minimum Score Threshold	Maximum Page Limit of 8 pages overall for the combined response
1	Service Delivery - Please provide a model detailing how you propose to deliver this service in accordance with the service specification. Your response should include key delivery milestones.	Scoring	200 points	120 points	Maximum Page Limit of 8 pages overall for the combined response

	Please also submit a Mobilisation Plan which will be used for information purposes only and not scored. (The content of the plan will not be included in the eight page limit).				
2	Awareness Promotion – Please provide details of how you will promote awareness of the needs of Sikh Elders across health, Social Care and community based services	Scoring	100 points	60 points	Maximum Page Limit of 8 pages overall
	Method Statement	Assessment Method	Maximum Points Available	Minimum Score Threshold	Maximum Page Limit of 8 pages overall
3	Increasing Engagement and Accessibility – Please provide details of how you will increase engagement and accessibility to other services for the Sikh Community?	Scoring	100 points	60 points	Maximum Page Limit of 8 pages overall for the combined response
4	Transportation – People have told us that transport can be a barrier to accessing the service. Please describe how you would support people to find creative and sustainable solutions to this issue within the available budget.	Scoring	140 points	84 points	Maximum Page Limit of 8 pages overall for the combined response
5.1	Economic Benefits: Please detail how you would be able to secure any additional economic benefits for this service and service users, and therefore make the Leeds pound go further, e.g. obtaining funding from other sources.	Scoring	20 points	12 points	Maximum Page Limit of 8 pages overall for the combined response
5.2	Social Benefits: Please describe how you	Scoring	20 points	12 points	Maximum Page Limit

	would provide additional social benefits for the service users and the wider communities, e.g. Developing volunteers, connecting with other				of 8 pages overall for the combined response
5.3	Environmental Benefits: Please describe how you would respond to the declared climate emergency in the delivery of this service.	Scoring	20 points	12 points	Maximum Page Limit of 8 pages overall for the combined response

- 3.2 There were three responses which were all evaluated against the above questions by a dedicated evaluation team of Adults and Health Commissioning officers using a consensus approach at a meeting held on 6th November 2019. The process was supported by a Procurement Officer from Procurement and Commercial Services.
- 3.3 The scoring table detailing all of the scores achieved by the providers is attached at Appendix 1 (confidential under Access to Information Procedure Rule number: 10.4(3)).
- 3.4 Providers had to obtain a minimum score in respect of each question, as detailed in the table above. They also had to obtain a minimum score of 60% of the overall marks available for quality, 360 out of 600 points. Touchstone-Leeds, as the successful provider, achieved the minimum score or above in respect of each question and scored the highest overall.
- 3.5 Final due diligence checks of the successful tenderer as part of the SSQ self-assessment process are being undertaken by the PACS team. This vetting process involves the taking up of references, checking that the required insurance is in place, ensuring that they meet the required financial thresholds and checking the Health and Safety and Safeguarding policies by the Council's specialists in these areas to ensure that they meet the council's minimum standards. Whilst the completion of this process may still be ongoing when the decision to award the contract is made, the contract will not be awarded until all of the checks have been satisfactorily completed.

4. Corporate considerations

4.1 Consultation and engagement

- 4.1.1 Consultation was undertaken between May and July 2019 by Commissioning staff involving all stakeholders, including staff and service users. It was the view of commissioning officers that this service should be re-commissioned.

- 4.1.2 A market sounding exercise was undertaken and providers were able to raise questions and areas for clarification throughout using the electronic tendering system YORtender.
- 4.1.3 An evaluation team was established to ensure openness and transparency.
- 4.1.4 Throughout the duration of the future contract, consultation will take place with service users and stakeholders to ensure the service is meeting the agreed outcomes. This will be a key feature of the contract monitoring process.
- 4.1.5 The Executive Board Member for Health, Wellbeing and Adults has been briefed on 21/11/19 regarding the recommendations contained in this report.

4.2 Equality and diversity / cohesion and integration

- 4.2.1 An Equality, Diversity, Cohesion and Integration Screening Tool has been completed (attached at Appendix 2). The screening showed that a full Equality and Diversity Impact Assessment was not required as equality and diversity issues have already been considered as part of the procurement process. The outcome of the screening was taken into account when developing the specification for the new service.

4.3 Council policies and the Best Council Plan

- 4.3.1 The current service directly contributes to the delivery of key outcomes within the Best Council Plan and the Health and Well Being Plan.
- 4.3.2 The service makes significant contributions to all of the City Priority Plans, this is achieved through supporting clients to make healthy lifestyle choices and to live safely.

Climate Emergency

- 4.3.3 In March 2019 Leeds City Council unanimously declared a climate emergency. In response to this emergency the Council is working towards carbon neutrality by 2030. The plan to achieve this goal includes: reducing pollution and noise; improving air quality, and; promoting a less wasteful, low carbon economy. Services such as the one covered in this report will be asked to demonstrate how they will contribute to this throughout the duration of the contract.

4.4 Resources, procurement and value for money

- 4.4.1 There will be some resource implications in terms of monitoring and reviewing this contract in order to ensure the service is meeting the necessary outcomes. These resources will be provided from within the Adults and Health commissioning team.
- 4.4.2 The total contract value for the five year contract period is £316,219.37 for which there is financial provision within the Adults & Health budget. Approval of a 24 month extension period would take the total value up to a maximum of £442,725. Approval of a shorter extension period would reduce this figure accordingly.
- 4.4.3 To ensure best value, tenders were evaluated using a 60/40 quality cost split, with 400 of the available points being available for the price element of the submissions.

4.4.4 There is a commitment from DLT to explore efficiencies in all new and/or renewed contracts. For this particular service it is not feasible at this time as the funding level available was reduced previously resulting in the service experiencing great difficulty in operating. It was therefore reinstated to the funding level prior to the efficiency being made. Touchstone-Leeds have stated in their submission that they will increase usage of the service and commit to raising additional funds. As such, whilst there will not be a cashable saving at this time the service should reach more people and therefore provide better value for money.

4.5 Legal implications, access to information, and call-in

4.5.1 The total contract value over the five years, including the possible extensions, will not exceed the EU procurement threshold,

4.5.2 This will be a significant operational decision and is therefore not subject to call in

4.5.3 Appendix 1 to this report, which contains details of the tender evaluation scores has been marked as exempt from publication under Access to Information Procedure Rules 10.4 (3) on the basis that it contains information relating to the financial or business affairs of any particular person (including the authority holding that information) which, if disclosed to the public, would, or would be likely to prejudice the commercial interests of that person or of the Council. The information is exempt if and for so long as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information. In this case it is considered in the public interest to maintain the exemption.

4.6 Risk management

4.6.1 The procurement exercise was conducted in accordance with the Council's CPRs in order to ensure that a fair, open and transparent process was undertaken.

4.6.2 A three month mobilisation period has been built into the procurement timetable to ensure that the service can be fully mobilised before the contract start date.

5. Conclusions

5.1 The evaluation panel recommends that the contract be awarded to Touchstone-Leeds as this organisation met and exceeded all the necessary quality thresholds and scored highest overall.

6. Recommendations

The Director of Adults and Health is recommended to:

- Note the evaluation process undertaken and approve the award of the contract under Contract Procedure Rule 18.1 (Awarding Contracts) to Touchstone-Leeds for the provision of the Sikh Elders Service at a total cost of £316,219.37 for the five year contract period. The contract is to commence on 1 April 2020 and will run for 5 years with an option to extend up to a further 24 months in any combination. Approval of a 24 month extension period would take the total value up to a maximum of £442,725.
- To use their delegated authority to take commissioning decisions which will be a direct consequence of this Significant Operational Decision

7. Background documents¹

7.1 None

¹ The background documents listed in this section are available to download from the council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.