

Title: Tender Evaluation and Contract Award of the Leeds Sensory Impairment Support Service (LSISS).

Date: 29<sup>th</sup> March 2023

Report of: Deputy Director, Integrated Commissioning

Report to: Interim Director of Adults and Health

Will the decision be open for call in?  Yes  No

Does the report contain confidential or exempt information?  Yes  No

## Brief Summary

**This report seeks approval to award a contract to deliver the Leeds Sensory Impairment Support Service following the successful completion of a procurement exercise.**

**The service will provide a range of services and interventions for people who have sensory impairments for people who are deaf, deafened, blind, visually impaired, deafblind or have dual sensory loss.**

**The service will be contracted for five years with an option to extend for up to a further 36 months (to be taken in any combination) at a total maximum cost of £6,378,189.52 (£797,273.69 per annum) to be awarded to the successful provider.**

## Recommendations

- a) The Director of Adults and Health is recommended to award a contract to BID Services with effect from 1<sup>st</sup> October 2023 until 30<sup>th</sup> September 2028, with an option to extend for up to a further 36 months (to be taken in any combination). The maximum value of this decision is (£797,273.69 per annum), £6,378,189.52 for the 8-year duration

To Note: In awarding this contract the utilisation of the extension of 6 months on the existing contract DN193937, with BID services as per delegated decision LSSIS D54426 dated 27/8/2021 will be taken for provider mobilisation of the new service specification at a maximum cost of £429,525.

## What is this report about?

- 1 A previous procurement exercise for a Leeds Sensory Impairment Support Service (LSISS) resulted in a contract being awarded for five years (April 1<sup>st</sup>, 2017- March 31<sup>st</sup>, 2022). A delegated decision was taken in 2021 to modify the contract end date for the delivery of Leeds Sensory Support Service (LSISS) under the provision available in the Public Contracts Regulations 2015, Reg 72(1)(c) for a further 12 months with the option to extend

up to a further 6 months (as contingency if deemed necessary) to ensure continuity of service whilst a service review was completed, the specification revised, and a full procurement exercise undertaken.

- 2 Approval to procure the Leeds Sensory Impairment Support Service (LSISS) was granted on 29<sup>th</sup> July 2022, along with approval to utilise the extension available on the existing contract DN193937. Utilisation of the six months extension will commence 1<sup>st</sup> April 2023 – 30<sup>th</sup> September 2023, to enable smooth mobilisation of the new service specification including, but not limited to; securing alternative office premises, mobilise staff to ensure continuity of service and developing new models of service delivery.
- 3 A full procurement exercise commenced 7<sup>th</sup> November 2022, with a deadline of 9<sup>th</sup> December 2022. The tender documents were published via YOR Tender. The tender process requirements were submission of a method statement, price schedule and due diligence document. Two tenders were returned by the deadline, one of which was deemed non-compliant following a compliance check undertaken by PACS.
- 4 The tender evaluation of the one remaining compliant submission was conducted by a panel of officers from Adults and Health Directorate which included representation from Working Age Adults Commissioning, a neighbourhood social work team leader and a Rehabilitation Officer for Vision Impairment (ROVI). Procurement and Commercial Services (PACS) oversaw the evaluation process which was based on consensus scoring.
- 5 All method statement questions were subject to a minimum quality threshold which were all surpassed by the remaining bidder. The social value response was given an over the threshold score and the successful bid achieved 828 points out of a possible 1000.
- 6 The panel also reviewed the pricing schedule and was able to confirm the annual contract values in the tender did not exceed the maximum value of £823,400 per annum.
- 7 Safeguarding policies for Adults and for Children and Young People were reviewed outside of the meeting by a panel member and both found to be satisfactory. Due diligence checks including health and safety, financial checks and insurance were undertaken by Procurement and Commercial Services (PACS) and all found to be in order.
- 8 As part of the tender evaluation process a number of clarifications were sought and responded to satisfactorily. The clarifications will form part of the final contract document.
- 9 The authority to procure this service was granted through a key decision taken on 29<sup>th</sup> July 2022 and was subject to call in. The award of contract for the service is a direct consequence of that decision and is in keeping with the key principles and features described in the published decision report. As such it is a significant operational decision and not subject to call in.

### **What impact will this proposal have?**

- 10 The Service will:

- Have a centrally based accessible office, with services provided on a flexible basis in buildings, meeting rooms and community spaces for face to face meetings and training purposes, impacting many wards across the city.
- Offer specialist information advice and guidance tailored to the needs of people with sensory impairment through partnership with Leeds Teaching Hospital Trust (LTHT) audiology and eye clinics
- Encourage early action to prevent and delay the need for statutory services.
- Increase the number of assessments undertaken and provide appropriate specialist equipment including minor aids and adaptations.
- Undertake statutory responsibilities of the Council in assessing the needs of people who are deaf, deafened hard of hearing, blind and partially sighted. The service includes developing appropriate support plans, carrying out reviews, providing packages of care and co working with the Council for financial assessment.
- Increase the number of people with sensory impairment in sustained employment
- Develop innovative counselling and therapeutic services for individuals newly diagnosed with sight loss and experiencing moderate mental health issues.
- Facilitate social groups and partner arrangements with third sector and community assets to increase the number of African, Asian, Caribbean communities and marginalised groups living with sensory impairment involving/accessing service provision.

11 The contract will deliver additional social value outcomes related to local skills, employment, and skills; promoting social innovation to safeguard the environment and improving staff wellbeing and mental health.

**How does this proposal impact the three pillars of the Best City Ambition?**

Health and Wellbeing                       Inclusive Growth                       Zero Carbon

- 12 The service directly contributes to achieving the Best City Ambition for Health and Wellbeing through the goal of “investing to ensure better and more equal access to essential services in health and learning, developed with and accessible to every community in Leeds.
- 13 Contribute to the Zero Carbon ambition through the number of sites offering community-based services throughout the city to ensure easier access for service users, therefore minimising the need to travel and encouraging the use of public transport.
- 14 It is in line with the Best City Ambition’s Team Leeds approach, by providing a focus on prevention and taking strength and asset-based approaches to help people to realise their goals.
- 15 The service will contribute to Team Leeds breakthrough approach by developing sensory awareness training across sectors and local community assets. This initial intervention would enable providers to become more mindful of the needs of customers affected by sensory impairment.

**What consultation and engagement has taken place?**

Wards affected:

Have ward members been consulted?       Yes       No

- 16 The Executive Member for Adults and Health was consulted on the proposal on 23<sup>rd</sup> March 2023.
- 17 As part of the review, wider consultation was taken with 19 stakeholders and engaged with 160 service users during October 2021- March 2022. The outcome of which, informed and shaped the service specification used during the procurement exercise for the contract.

### **What are the resource implications?**

- 18 The maximum amount allocated for the contract was £823,400.00 per annum to meet the identified total (£6,587,200.00, including extensions).
- 19 The tender allowed for a price separator process and the remaining compliant bid price received was £797,273.69 per annum, £3,986,368.45 for the initial 5-year contract period, and a total value £6,378,189.52 for the full eight-year duration. This has provided a saving of £209,010.48 on the current cost.
- 20 The value for the utilisation of the additional 6 months period under the current contract ref DN193937 is £429,525. There is provision within the Adults and Health Directorate base budget to cover the cost of this extension, and it is required to enable smooth transition and mobilisation of the new contract specification.

### **What are the key risks and how are they being managed?**

- 21 A risk register has been established as part of the re-procurement process and this will continue to be managed and updated. Significant risk will be reported to the Adults and Health Commissioning Board and Directorate Leadership Team, if required.
- 22 This contract award will enable a continuity of provision that addresses a key commissioning priority of sensory support. This will be managed through the Project Team throughout the procurement and mobilisation process, and then through robust a contract management process which is led by the Working Age Adults Commissioning Team.
- 23 If this decision is not approved, the current services contract will end 30<sup>th</sup> September 2023 with no alternative provision being available, causing significant risk to the Council and its providers. There is an evidenced need for these services, and should the service not continue to be delivered beyond the expiry of the current contract, this would significantly affect the Council's ability to address the support needs of people with sensory impairment.

### **What are the legal implications?**

- 24 The authority to procure this service was granted through a key decision taken on 29th July 2022 and was subject to call in. The award of contract for the service is a direct consequence of that decision and is in keeping with the key principles and features described in the published decision report. As such it is a significant operational decision and not subject to call in.

- 25 The new contract, total contract value over the eight years including the possible extensions will exceed the procurement threshold for Health and Social Care which currently stands at £663,540. Whilst the service is not subject to the “full” above-threshold regulations but to the “Light-Touch Regime” under the Public Contracts Regulations 2015, there is still a requirement to advertise this opportunity via the Council’s YORtender portal and the Find a Tender Service to ensure an open competitive tendering exercise.
- 26 In regard to the utilisation of the extension of up to 6 months on the existing contract DN193937, a delegated decision was taken in 2021 to modify the contract end date for the delivery of Leeds Sensory Impairment Support Service under the provision available in the Public Contracts Regulations 2015, Reg 72(1)(c) – reference: LSSIS D54426 dated 27/8/2021.
- 27 In making their decision the Director of Adults & Health should be satisfied that the course of action proposed represents value for money.
- 28 Advice has been sought from PACS throughout the duration of the review and procurement process and will continue to be sought through to contract award.

## **Options, timescales and measuring success**

### **What other options were considered?**

- 29 No other options have been considered at this time.

### **How will success be measured?**

- 30 The service will be subject to robust Performance Management Framework which includes a number of key performance indicators and other service delivery outcomes. This includes regular contract management meetings between the provider(s) and LCC officers to discuss operational issues, service quality, and to gauge the service’s performance against the targets set out in the service specification.

### **What is the timetable and who will be responsible for implementation?**

- 31 The contract will commence 1<sup>st</sup> October 2023

## **Appendices**

- 32 Equality Diversity Cohesion Integration Screening

## **Background papers**

- 33 None