

## Officer Decision Record – Executive Decision

**If Key Decision: Decision Ref. No.**

**B118/23**

*If not a Key Decision write n/a above*

### OFFICER DECISION RECORD <sup>i</sup>

Officer Key Decisions are subject to the Council's Call-In Procedure (Annex 9 of the Council's Constitution <https://www.hertfordshire.gov.uk/about-the-council/freedom-of-information-and-council-data/open-data-statistics-about-hertfordshire/who-we-are-and-what-we-do/who-we-are-and-what-we-do.aspx>)

**Subject:** Proposed award of contract for the provision of carers breaks services

**Type of Decision:** Executive

**Key Decision (Executive Functions only):** Yes

**Executive Member/Committee Chairman:** Tony Kingsbury

**Portfolio (Executive Functions only):** Adult Care, Health and Wellbeing

**Officer Contact:** Caron Corrin

**Tel:** 01438 843389

## 1. Decision

- 1.1 Following open procurement process, decision to award contracts for the provision of carers breaks from 1st May 2025:

HCC REF No: HCC2314981

Lots 1-4: Preventative Break Care

Lot number	Lot Title
Lot 1	North Herts & Stevenage (Preventative Break Care)
Lot 2	East Herts, Welwyn/Hatfield & Broxbourne (Preventative Break Care)
Lot 3	St Albans & Dacorum (Preventative Break Care)
Lot 4	Watford Three Rivers & Hertsmere (Preventative Break Care)

Lots 5-8: Ongoing Break Care

Lot number	Lot Title
Lot 5	North Herts & Stevenage (Ongoing Break Care)
Lot 6	East Herts, Welwyn/Hatfield & Broxbourne (Ongoing Break Care)
Lot 7	St Albans & Dacorum (Ongoing Break Care)
Lot 8	Watford Three Rivers & Hertsmere (Ongoing Break Care)

- 1.2 The Contract Period for this Contract is an initial/ core period of three (3) years with the option to extend by a further one (1) year. Therefore, the maximum duration of this Contract could be four (4) years.
- 1.3 The identify of the successful bidders and the value of the contract awarded to them are included in Annex A.

## 2. Reasons for the decision

- 2.1 These contracts relate to the Council's duties under the Care Act 2014 to support unpaid carers and provide preventative support. They also support delivery of the [Adult Care Services Plan](#), in particular Theme 4: Supporting people who look after others (unpaid carers) and the [Hertfordshire Carers Strategy](#), in particular the outcomes to have a life beyond caring and to maintain health and wellbeing.
- 2.2 The services will support unpaid carers caring for an adult aged 18 and over who are ordinarily resident and living in Hertfordshire. This will include older adults (65+), adults with learning disabilities, physical disabilities, or mental health conditions. The services include a range of provision to enable the carer to take a break from their caring role. This will include but is not limited to: supporting the person they care for in their own home, supporting the person they care for to access community-based services, supporting the carer and the person they care for to access the wider community.

- 2.3 Lots 1-4 of the contract include the provision of a preventative breaks service to those who have not had an assessment of need and an ongoing breaks service to those who have been assessed to meet the Council's eligibility criteria for unmet needs. The preventative service should provide carers with up to 12-18 hours of breaks, whereas ongoing breaks can be commissioned to meet a longer-term need for a breaks service following a carers assessment.
- 2.4 Lots 5-8 of the contract are for the provision of an ongoing breaks service to those who have been assessed to meet the Council's eligibility criteria for unmet needs, following a carers assessment.
- 2.5 The Providers being recommended for award represents the most economically advantageous tender, offering both a quality bid and value for money.
- 2.6 Award recommendations are based on the outcome of a robust procurement exercise.
- 2.7 Commissioners completed several activities to inform the on-going delivery of carers breaks services. This included consulting with citizens and professionals through engagement events. Commissioners also published a Pre-Procurement Market Engagement (PPME) questionnaire.
- 2.8 Feedback has been triangulated and common themes identified around gaps in the service and possible improvements for the new contract which have been built into the new service specification.

#### **Qualification envelope**

- 2.9 The Qualification questions are predicated on compliance with aspects of legal and corporate governance that are deemed essential for an operator of a contract let by the County Council. All Qualification questions are either for information only, or are mandatory in which case providers who fail any of them will be excluded from the rest of the procurement process.
- 2.10 In evaluating bids, price was weighted at 40% and quality was weighted at 60%.

#### **Commercial envelope**

- 2.11 For lots 1-4, the commercial envelope was evaluated using the Chartered Institute of Purchasing & Supply (CIPS) method as follows:

$$\text{Tenderer Points Scored} = \frac{\text{Lowest Tenderer Price}}{\text{Tenderer Price}} * \text{Element Maximum Points Available (5)}$$

- 2.12 For lots 1 - 4 there was a turnover threshold requirement to be achieved.

2.13 For lots 5-8, the commercial envelope was evaluated according to bidders' acceptance of a fixed hourly rate for the provision of care.

### **Technical (Quality) envelope**

2.14 The quality factors were weighted according to their importance, with greater percentage being based on meeting the specification and service outcomes. There were 4 questions in total under the following key themes:

<b>Theme of question</b>	<b>Total weighting</b>
Service Quality	35%
Working with unpaid carers	25%
Workforce	20%
Mobilisation and implementation	20%

2.15 For lots 1-4, a single tenderer with the highest scoring (evaluated) compliant bid will be awarded to each lot(s) 1 to 4 (preventative break care). For clarification, a tenderer may be awarded more than one lot. The successful tenderer with the highest scoring (evaluated) compliant bid will also be awarded to each corresponding (geographical area) lot(s) 5 to 8 (ongoing break care). This is to provide for continuity of care between the two service provisions.

2.16 For lots 5-8, multiple tenderers with (evaluated) compliant bids will be awarded to each lot(s) 5 to 8 ongoing break care), provided they achieved a minimum quality threshold. For clarification, a tenderer may be awarded more than one lot. All awards will be monitored against a recommended annual contract value which has been calculated for each successful tenderer across all of lots 1-8.

### **Quality Evaluation**

2.17 In total, there were 97 bids received on In-Tend (the Council's electronic procurement system) by the closing date, with some bidding for all lots and others for a selection of lots. 48 bidders proceeded to evaluation of the quality bid forms.

2.18 The quality envelope was scored separately by a panel of independent evaluators which included commissioners and strategic delivery staff. Each of the four quality questions was scored from 0 – 5 with 0 being unacceptable and 5 being outstanding. To score a 4 or 5, tenderers were required to identify factors that would offer potential added value.

2.19 Moderation meetings were facilitated by independent moderators and all evaluators gave their comments and scores on the quality of the submission and responses to the questions.

2.20 Overall, the evaluation panel felt that the successful tender submissions evidenced significant experience of managing and delivering similar services. The submissions provided clear evidence of providing high quality care, working with unpaid carers and providing a safe and well-run service.

## **Equality Implications**

- 2.21 An initial Equalities Impact Assessment (EQIA) was carried out by commissioners when the project was initiated.
- 2.22 The specification required the provider to ensure that its staff have regard for people's equality and diversity, uphold people's human rights and do not discriminate against people for any reason. Its policies will incorporate respect for both staff and people receiving care and support. The service will respond appropriately to the needs of adults from a variety of social, ethnic, cultural and linguistic backgrounds and with a range of intellectual, physical, emotional and social developmental needs.

### **3. Alternative options considered and rejected**

- 3.1 The opportunity was published on In-Tend, the Council's procurement portal with set qualification, technical and commercial criteria to ensure robust assurance that the contract being awarded can deliver the Council's requirements.
- 3.2 The Providers being recommended for award represent the most economically advantageous tenders, offering both a high-quality bid and value for money.

### **4. Consultation (see Summary of Requirements below)**

**Was any Councillor consulted?            No**

**If yes:**

- (a) Comments of Executive Member/Committee Chairman (*delete as applicable*)
- (b) Comments of other consultees

### **5. Any conflict of interest declared by a councillor who has been consulted in relation to the decision**

N/A

### **6. I am proceeding with the proposed decision.**

Signed: Jackie Albery  
Title: Director, Planning and Resources, Adult Care Services  
Date: 05/02/2025

Copies of record to:

- All consultees
- hard & electronic copy (if required to be made available for public inspection) to Democratic Services Manager - Room 213 County Hall.<sup>ii</sup>

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### Summary of Requirements to Inform/Consult Councillors

Significance of Proposed Action	Controversial	Relevant Councillor(s) to be Consulted
Technical/Professional/ Routine	No	No need to inform or consult councillors
Technical/Professional/ Routine	Yes	<b>Executive Functions:</b> Consult relevant Lead Executive Member and, where appropriate, Local Councillor <b>Non-Executive Functions:</b> Relevant Committee Chairman and, where appropriate, Local Councillor
Local	No	<b>Executive Functions:</b> Inform Lead Executive Member and Local Councillor <b>Non-Executive Functions:</b> Inform Local Councillor
Local	Yes	<b>Executive Functions:</b> Consult Lead Executive Member and Local Councillor <b>Non-Executive Functions:</b> Consult Local Councillor
General or County-wide	No	<b>Executive Functions:</b> Consult relevant Lead Executive Member (s) <b>Non-Executive Functions:</b> Consult relevant Committee Chairman
General or County-wide	Yes	<b>Executive Functions:</b> Consult relevant Lead Executive Member (s) and the Leader of the Council <b>Non-Executive Functions:</b> Consult relevant Committee Chairman/Leaders all Political Groups