
Framework Agreement for The Provision of Community Home Care Services – Supporting Information

1. Introduction/Background

- 1.1 There are currently in the region of 30 providers on our Approved Provider List and care calls are commissioned on a spot purchase basis where the providers sign up to a set of terms and conditions for each purchase. The current framework is due to expire in October 2019, at which time this will have been live for four years.
- 1.2 West Berkshire Council commissions an average of 10,000 home care hours per week for 894 clients and these were the figures that were included within the tender documents. Clients are supported in their own homes across West Berkshire and care calls consist of: personal care, outreach support, cleaning and shopping.
- 1.3 This paper seeks to inform Executive of the tender process and seek delegated authority to award the contract from Executive. The tender submissions have now been received (please see 2 below).

2. Supporting Information

- 2.1 Tender timetable:

Issue (OJEU/non-OJEU) Contract Notice	26 th April 2019
Closing Date and Opening of SQ/Technical Questionnaire/ITT	15 th May 2019
Award Decision	26 th July 2019
Standstill Period	5 th August 2019
Contract Award	6 th August 2019
Contract Work Starts	3 rd October 2019

- 2.2 The current Spot Purchase Framework (APL) has been re-tendered into a framework which consists of three different elements. The current framework is for spot purchases only, however the re-tendered framework includes lot, block and spot purchases. The new framework will consist of six block areas and these will have guaranteed weekly hours which the successful tenderer will be contractually obliged to fill. There will also be seven lot areas awarded and the successful providers will be given priority for packages within each of the geographical areas. There is a need to force clustering in the more rural areas of West Berkshire as

these areas are the most difficult to commission packages of care. Currently, there are three or four care providers going into the same road in some areas. This is neither cost effective nor time effective so the idea of forced clustering is to increase efficiencies within these areas.

- 2.3 The principal aim of this procurement exercise is to secure efficiencies in the provision of domiciliary care across West Berkshire through forced clustering, which will drive efficiencies in the logistical delivery of care. The block element of the tender will provide a strategic option to manage capacity in areas we have experienced past capacity issues with (seasonal).
- 2.4 The care calls that are not covered in the lot and block areas will then be spot purchased, prioritising the most cost effective providers first. All of these services are statutory provision for ASC.
- 2.5 Tender submission have now been received from 19 providers and the hourly rates range from £17.75 per hour to £39.00 per hour across all lot, block and spot areas. Five of the providers have hourly rates between £17.75 and £20.00, nine between £20.00 and £25.00 and five over £25.00. There is good competition for the lots and blocks, with a provider submitting rates between £18.00 and £20.00 for every lot.
- 2.6 The rates submitted for each of the lot, block and spot areas are below:

Lot	Prices submitted per hour								
1	£19.97	£26.82	£21.20	£19.80	£26.37				
2	£19.97	£21.20	£19.80	£26.37					
3	£19.97	£18.25	£20.20	£19.80	£26.37				
4	£19.97	£26.82	£20.00	£21.00	£20.00	£21.20	£24.02	£19.80	£24.60
5	£19.97	£26.82	£20.20	£19.80	£26.37				
6	£19.97	£18.50	£21.00	£20.20	£19.80	£18.50	£24.60		
7	£19.97	£18.50	£21.00	£22.00	£20.20	£22.52	£19.80	£24.60	

Block	Prices submitted per hour								
1	£19.97	£26.82	£21.00	£27.13					
2	£19.97	£21.00	£27.13						
3	£19.97	£26.82	£20.00	£21.00	£24.02	£24.48			
4	£19.97	£26.82	£18.50	£20.00	£22.52	£24.48			
5	£19.75	£19.97	£18.00	£25.82	£20.00	£28.00	£19.80	£24.48	
6	£19.75	£19.97	£18.00	£25.82	£20.00	£28.00	£19.80	£24.48	

Spot Area	Prices submitted per hour													
Zone 1 Urban	£19.75	£19.97	£18.25	£25.82	£21.50	£39.00	£17.75	£22.00	£20.50	£24.00	£28.00	£19.80	£25.28	
Zone 1 Rural	£19.97	£19.25	£26.90	£24.50	£22.00	£24.00	£21.30	£24.00	£28.00	£22.00	£30.72			
Zone 2 Urban	£19.75	£19.97	£18.25	£25.82	£21.50	£29.00	£39.00	£17.75	£22.00	£20.50	£24.00	£28.00	£19.80	£25.28
Zone 2 Rural	£19.25	£26.90	£24.50	£29.00	£22.00	£24.00	£21.30	£22.00	£30.72					
Zone 3 Urban	£19.97	£20.00	£25.82	£21.50	£29.00	£18.50	£21.00	£17.75	£21.00	£20.50	£26.50	£24.02	£19.80	£25.28
Zone 3 Rural	£19.97	£21.00	£26.90	£24.50	£29.00	£22.00	£22.00	£23.00	£21.30	£22.52	£22.00	£30.72		

- 2.7 Providers have been consulted during each stage of the tender process to ensure that they are on board with what is being proposed. Several provider events have taken place with good attendance from providers at each of the events. These events have enabled us to get the buy-in from providers and ensure that they are aware of what the changes will be to the existing framework and understand the requirements from them going forward. In doing this, it has minimised the risk of good quality providers not bidding through the tender process.

3. Options for Consideration

- 3.1 Do nothing – costs would increase due to having to spot purchase without a framework. Workloads would also increase due to quality of care needing to be monitored.
- 3.2 Contract extension – this is a framework so there is no scope to extend past four years, the current framework ends in October 2019.
- 3.3 Re-tender a spot purchase only framework – we want to encourage as many providers in and increase efficiencies within the sector. There are often not enough providers on the current framework to manage the demand so this is not a viable option to continue in the same way as the current agreement.

4. Proposals

This paper seeks to inform Executive of the tender process and seek delegated authority to award the contract from Executive. An inflationary measure is built into this framework to help to maintain a sustainable market place and minimise the amount of off-contract purchasing as well as deterring providers from front loading their prices. The inflationary measure provides for an uplift in October each year in line with the previous August CPI rate.

5. Conclusion

The Executive resolves to award the Framework Agreement for the Provision of Community Home Care Services (lots, blocks and spots) on the form approved by

the Head of Legal Services whom shall have delegated authority to enter into the contract.

6. Consultation and Engagement

Clients and families, current providers, ASC, Legal Services and providers in the market.

Subject to Call-In:

Yes: ☐ No: ☒

The item is due to be referred to Council for final approval	<input type="checkbox"/>
Delays in implementation could have serious financial implications for the Council	<input checked="" type="checkbox"/>
Delays in implementation could compromise the Council's position	<input type="checkbox"/>
Considered or reviewed by Overview and Scrutiny Management Commission or associated Task Groups within preceding six months	<input type="checkbox"/>
Item is Urgent Key Decision	<input type="checkbox"/>
Report is to note only	<input type="checkbox"/>

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