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To: Supporting People Commissioning Body, 23 January 2013

Subject: Overview and outcome of the re-tender process for the
Home Improvement Agencies (HIA) services

Classification: Unrestricted

Summary

This paper gives an overview of the re-tender process undertaken for the Home Improvement Agencies (HIA) services

1. Introduction

- 1(1) In March 2011 the Commissioning Body agreed the implementation of Option Two of the Savings Proposal – Impact Assessment for the delivery of the £7 million savings on the Supporting People Programme between 2011/2012 and 2012/2013.
- 1(2) Option Two removed the funding of the Handyperson element of the HIA services leading to a savings of approximately £889,000 per annum.
- 1(3) The HIA services (minus Handypersons) were to be retendered with an intended commencement date of 1 October 2012 using Supporting People funds only. The budget for 2012/13 included an allocation of £689K for HIA and Handyperson services only.
- 1(4) As in previous arrangements district and boroughs were invited to contribute core funding to support the delivery of disabled facilities grant projects where required to ensure current activity levels.

2. Context

- 2(1) The Commissioning Body agreed in January 2012 for the commencement of the procurement process to start early April 2012 with the

understanding that the final award of newly tendered contracts for Home Improvement Agencies and Handyperson Services begin on 1 October 2012. Consultation delivered a service specification on which consensus had been agreed between partners including district and borough councils.

- 2(2) Following a market engagement event a procurement exercise was undertaken to award six contracts based on geographical areas. To meet the differing requirements of the districts and boroughs to utilise additional funding including disabled facilities grant, a funding framework was developed. All successful suppliers awarded contracts would be admitted to the framework. The framework agreement was intended to allow local authorities and health partners to procure further work over and above that funded by Supporting People funding, under a mini competition, providing an efficient route to the market and reducing the administrative burden on suppliers and authorities alike.
- 2(3) The framework approach has been developed and approved by the county council's procurement team.

3 The tender process

- 3(1) The opportunity to tender was advertised on the South East Business Portal. To maximise competition the advert was also placed on the Foundations UK, the national body for Home Improvement and Handyman Services website.
- 3(2) The advert attracted expressions of interest from forty-seven organisations, all of whom were invited to tender. Tenders were submitted from the following organisations:
- Global House
 - In Touch
 - Swale Borough Council
- 3(3) All three tenders received were judged to comply with submission requirements.
- 3(4) The contract offer was split into lots based on six geographical areas for HIA services. Tendering organisations were invited to bid for one or more of six geographical lots. A single contract would be awarded for each lot as follows:
- Dartford, Gravesham, Sevenoaks, Tonbridge & Malling, Tunbridge Wells
 - Maidstone

- Swale
- Canterbury
- Thanet
- Ashford, Dover & Shepway

4. Evaluation

4(1) Tenders were evaluated in accordance with the agreed Procurement Plan.

4(2) There were 2 stages of evaluation:

- Selection
- Award

Only those who passed the selection criteria would proceed to be evaluated against the award criteria.

Selection

4(3) The evaluation of bids against the selection criteria was undertaken by an evaluation panel comprising the following members

- Commissioning Manager – Commissioned Services
- Commissioning Officer – Commissioned Services
- Service Manager – Substance Misuse

4(4) One bidder (Global House) failed to meet the pass/fail selection criteria. Only the remaining two bidders were judged eligible to proceed to the award stage.

5 Award

5(1) The Award criteria evaluation focused on the following areas:

- Service quality
- Business volume
- Price

5(2) The Award criteria section was evaluated by a panel comprising the following:

- Commissioning Manager - Commissioned Services
- Commissioning Officer - Commissioned Services
- Service Manager - Substance Misuse
- Community Services Manager, Families & Social Care
- Private Sector Housing Manager, Tonbridge & Malling Borough Council
- A panel of three service users

- 5(3) All bidders who achieved the 65% threshold were assessed against their tendered annual contract price, and the lowest price bid was assessed as the winning tender.

6 Results

- 6(1) The final scores across the award criteria for all lots are shown below:

Section	Weight	In Touch score	In Touch weighted	Swale score	Swale weighted
Service Quality	(20%)	20	100%	15.5	78%
Business Volume	(30%)	30	100%	30	100%
Price	(50%)	50	100%	50	100%
Total		100	100%	95.5	96%

- 6 (2) The following suppliers were evaluated as providing the required quality combined with the lowest cost annual contract bid:

- **Lot 1:** Dartford, Gravesham, Sevenoaks, Tonbridge & Malling and Tunbridge Wells - **In Touch Support**
- **Lot 2:** Ashford, Dover and Shepway - **In Touch Support**
- **Lot 3:** Maidstone - **In Touch Support**
- **Lot 4:** Thanet - **In Touch Support**
- **Lot 5:** Canterbury - **In Touch Support**
- **Lot 6:** Swale - **Swale Borough Council**

- 6(3) The contracts for HIAs were awarded to the suppliers as detailed above.

7 Finance

- 7(1) The Commissioning Body agreed to utilise £445k from reserves to extend existing contracts to enable services to continue whilst the retendering of HIA services took place.
- 7(2) The new contracts will run from 1 October 2012 – 30 September 2015 with an option to extend of a further two year extension until 30 September 2017 subject to satisfactory performance.
- 7(3) The annual value of all six contracts is £583,076. The total value over three years £1,749,230. Should the option to extend be taken, the contract value would be £2,915,384 in total.

8. Post Award

- 8(1) The opportunity was given to all tendering organisations to submit alternative contract prices based upon the number of successful bids they made. These alternative proposals were only taken into account following the conclusion of the scoring of the award criteria. Only one organisation made more than one successful bid and offered a reduced cost in this way.
- 8(2) There are two HIA providers in the framework and neither wish to compete for work outside the awarded geographical areas. Those district and borough councils and health partners who wish to utilise the framework and award contracts for additional HIA related services, including core funding for disabled facilities grant, can do so directly with the contracted provider detailed above without recourse to further competition as first envisaged.
- 8(3) The county council is currently in discussions with HIA providers to agree outputs in relation to the contracts. It is anticipated that the service will deliver the same amount of activity as previously delivered with Supporting People funding, subject to core funding for disabled facilities grant being made available from districts and boroughs. A meeting between the provider, county council, Tonbridge and Malling Borough Council is scheduled for 17 January 2013 to confirm these arrangements.
- 8(4) Public Health are currently seeking to use the newly commissioned HIAs to deliver additional initiatives such as Warm Homes, Healthy People as part of the Kent Health and Affordable Warmth Strategy using the framework as described.

Recommendations

The Commissioning Body is asked to note that in accordance with the savings proposed by the Commissioning Body the contracts for the HIA services have been awarded to:

- In Touch
- Swale Borough Council

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