



Newham Dockside
1000 Dockside Road
London E16 2QU



14th August 2025

Sent electronically via Oracle Fusion e-tendering portal

Dear [REDACTED]

FRAMEWORK FOR INDEPENDENT LIVING SUPPORT SERVICE (ILSS): CONTRACT NOTICE REFERENCE NUMBER 2025/S 000-005031: NOTIFICATION OF CONTRACT AWARD DECISION

Thank you for taking part in the above procurement. The London Borough of Newham (**Authority**) has now evaluated all of the tenders it received.

On the basis of this evaluation, the Authority is pleased to confirm that [REDACTED] has been successful in being awarded one (1) contract under Lot 4 – Domestic Care and the Authority has decided to proceed with the award of the contract.

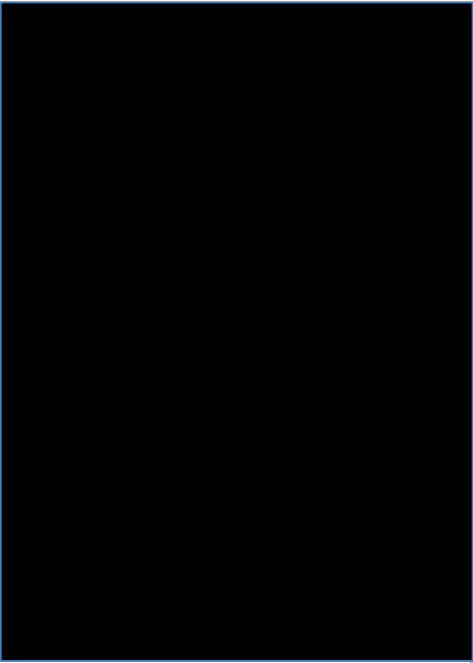
Unfortunately, on this occasion, the Authority has not chosen to award a contract to [REDACTED] for the following lots your organisation applied for:

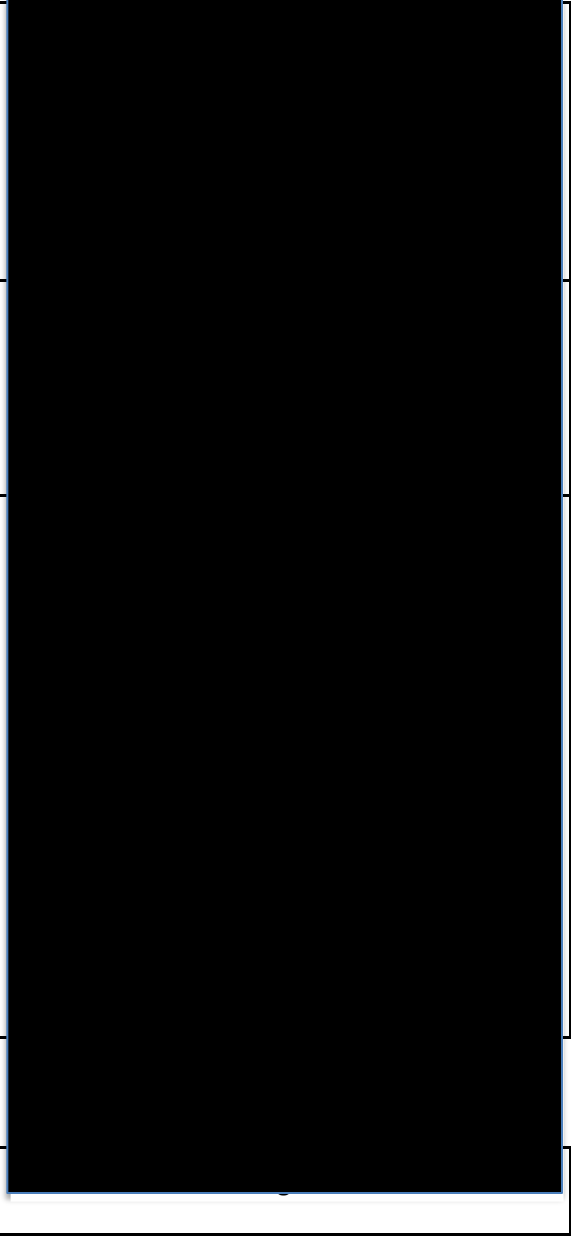
- Lot 1 – Reablement
- Lot 2 - Long-Term Care - Adults with Physical Disabilities, Sensory Impairments and / or other Long-Term Conditions
- Lot 3 - Long-Term Care - Autistic Adults, Children and Young People and those with Learning Disabilities and / or Mental Health Needs

The successful tenderers are set out in Table 1 below:

Table 1: Successful Tenderers

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Lot(s)	Successful Provider(s)
Lot 1 – Reablement	
Lot 2 - Long-Term Care - Adults with Physical Disabilities, Sensory Impairments and / or other Long-Term Conditions	

Lot 3 - Long-Term Care - Autistic Adults, Children and Young People and those with Learning Disabilities and / or Mental Health Needs	
Lot 4 – Domestic Support	
Lot 5 – Approved Supplier List	

The Authority will now be observing a ten-day standstill period before entering into any contract, in accordance with the requirements of regulation 87 of the Public Contracts Regulations 2015. This period will conclude on 25th August 2025.

The evaluation process

Please find enclosed a report detailing the scores obtained by [REDACTED] and the successful suppliers, against the Authority's evaluation criteria, together with the reasons for the award of these scores.

Thank you for your interest in this procurement. The Authority intends to execute the contracts at the conclusion of the standstill period (assuming that no challenge is received that requires a delay in execution). The Authority will contact you to arrange the formal completion of the contract when this has been done.

Please note that before the contract is completed, the Authority will not be liable for any costs (or any other commitment you may enter into) as a result of your taking part in this competition. Once the contract has been completed any liabilities of the Authority for your costs will only be strictly as set out in the contract.

Yours faithfully,

Lydia Drummond

Assistant Director Adults & Health

London Borough of Newham

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newham.gov.uk




Evaluation report

Criteria	Generic Method Statement Questions
Score obtained by [REDACTED]	38.00%
Reasons for award of score	The responses to these questions were acceptable/good. Most of the essential points were covered and there were some relevant examples to support the response.

Criteria	Lot 1 Specific Questions
Score obtained by [REDACTED]	30.00%
Reasons for award of score	The response to these questions were acceptable. There was a lack of detail on innovation and experience, around the Reablement approach. Also not enough detail on how the organisation will work in partnership with other agencies.
Score obtained by successful tenderer(s)	45.00% (Temp Exchange) 45.00% (Care Nexus)

<p>Reasons for award of score for successful tenderer(s)</p>	<p>Temp Exchanges response was excellent and demonstrated added value which exceeded the requirements. The characteristics and advantages of their bid included:</p> <ul style="list-style-type: none">· A demonstrable track record and experience of delivering Reablement services in London Boroughs.· Clear understanding of Newham’s Reablement approach of ‘doing with’ rather than ‘doing for’.· Clear understanding of Reablement challenges around time pressures that can impede full Reablement delivery and a commitment to improve this.· Development of the Digital Reablement Toolkit, and figures representing the efficiency were present throughout the response, demonstrating data and metric recording is strong.· Excellent case study showing their approach to manage and deliver a Reablement service in line with Newham’s ambition, for example, the response included the
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	<p>following paragraph “we identified that frontline staff sometimes reverted to "doing for" under time pressure. We addressed this by implementing "Reablement moments" - brief, daily team huddles where staff share successful techniques and problem-solve barriers to independence. This peer-led approach increased consistency in Reablement delivery, with our quality audits showing a 37% improvement in appropriate enablement techniques being used consistently across all visits”.</p> <p>Overall the provider submitted an excellent response to this question and demonstrated added value which exceeded expectations.</p> <p>Care Nexus response was also excellent and demonstrated the providers full understanding of how the Reablement works. How they would engage with the resident and family. How they would engage with all community areas and connectors. They provided an all-round person centred care for each of the scenarios and addressed the best support and outcome of the resident to be enabled back to independence.</p>
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Criteria	Lot 2 Specific Questions
Score obtained by 	30.00%
Reasons for award of score	<p>The responses to these questions were generally acceptable however your response to the question on protected characteristics partially met the requirements, only covering some elements and essential points with insufficient evidence to support the proposal. For example, only seven of the nine characteristics were addressed. The response demonstrated some grasp of inclusive care principles, but this seemed limited. Lack of detail on governance (complaints, consent), local knowledge and partnerships. Lack of case studies particularly examples including concerns resolved or lived experiences.</p>

Score obtained by successful tenderer(s)	
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Reasons for award of score for successful tenderer(s)	<p>The provider's responses covered all essential requirements and set out proposals with no reservations. Sufficient detail was provided and relevant evidence and/or examples to support the proposal given. Examples, of key characteristics within some of the provider's responses were:</p> <ul style="list-style-type: none"> · Trusted Assessors already in place. Clear experience and understanding of the ambition and model. · Clear use of outcome star tool to monitor progress against goals in support plans with focus on co-production and person centred planning. · Working closely with preventative care services within the borough to promote independence. · 80:20 gender split, have staff from all local global majority and mixed heritage communities; with 14 languages spoken.
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Criteria	Lot 3 Specific Questions
Score obtained by 	32.00%
Reasons for award of score	The responses to these questions were generally acceptable. However, question 3.4 there was a lack of detail and focus on person cantered choices, no mention of positive reinforcement, co produced goals, the aspirations or the goals of the residents, cultural support, mental capacity, interim interventions or building up trust.

Score obtained by successful tenderer	38.00% [REDACTED]
Reasons for award of score for successful tenderer(s)	<p>The provider's responses covered all essential requirements and set out proposals with no reservations. Sufficient detail was provided and relevant evidence and/or examples to support the proposal given. Examples, of key characteristics within the provider's responses were:</p> <ul style="list-style-type: none"> · Demonstrated maximising independence and ensuring appropriate safeguards in place · Very strong values based ethos with clear analysis, planning and interventions demonstrated throughout scenarios

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	<ul style="list-style-type: none"> · Very strengths focussed and non-judgemental approach · Clear collaboration with a mutually agreed approach · Good detail to what assessment comprises- e.g. views of child, goals, professional input · Children's specialist care workers already in place · In-house PBS trainer in place · Child Protection / Safeguarding considerations effectively
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Criteria	Lot 4 Specific Questions
Score obtained by [REDACTED]	35.00%
Reasons for award of score	The responses to these questions were acceptable. Most of the essential points were covered and there were relevant examples to support the response.

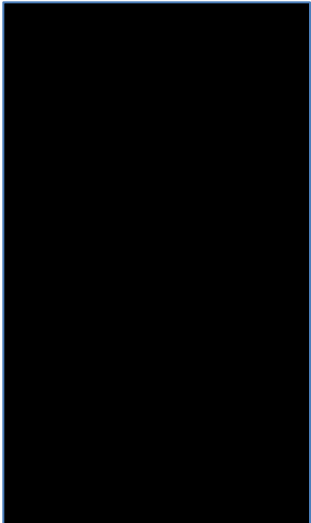
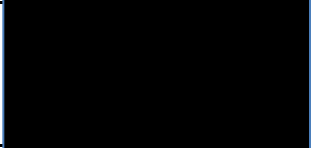
Score obtained by successful tenderer	35.00% 
Reasons for award of score for successful tenderer(s)	<p>The provider's responses clearly identified well-structured interventions that would take place when delivering domestic support to residents. Examples, of key characteristics within some of the provider's responses were:</p> <ul style="list-style-type: none"> · A person centred and structured approach to managing newspapers. · Risks assessed including fire risk. · Recognises the need to identify the cause of the missed commode emptying. · Recognises the need to balance meeting needs with the person's wishes. · <p>Strategies identified for working with someone with dementia.</p> <ul style="list-style-type: none"> · Methods for allowing the resident to make choices captured. · Incident logging and escalation options referred to. · Safeguarding considered.

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	· Mental capacity considered.
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Below is the overall score of your organisation against the successful Tenderers:

<u>Lot</u>	<u>Your Score</u>	<u>Successful Tenders Score</u>
Lot 1	68.00%	

Lot 2	68.00%		e 00%
Lot 3	70.00%		% 0%
Lot 4	73.00%	