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Contract

Home Support Framework Agreement for Norfolk 4th Re-opening

Norfolk County Council

F03: Contract award notice

Notice identifier: 2023/S 000-000336

Procurement identifier (OCID): ocids-h6vhtk-036a3c

Published 6 January 2023, 9:54am

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

Contact

Joan Murray

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

<https://www.norfolk.gov.uk/>

Buyer's address

<https://in-tendhost.co.uk/norfolkcc.aspx/home>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Home Support Framework Agreement for Norfolk 4th Re-opening

Reference number

NCCT42887D

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council established a county wide framework agreement for the provision of home support in 2019 and re-opened the framework agreement for the fourth time to new providers in September 2022. The framework agreement provides the over-arching mechanism for arranging individual packages of care, rounds of packages, committed volumes in particular areas or specialisms and bespoke arrangements, which focus on a particular issue/problem.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £300,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKH17 - Breckland and South Norfolk
- UKH16 - North and West Norfolk
- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

The Council established a county wide framework agreement for the provision of home support in 2019 and has re-opened the framework agreement for the fourth time to new providers. The framework agreement provides the over-arching mechanism for arranging individual packages of care, rounds of packages, committed volumes in particular areas or specialisms and bespoke arrangements, which focus on a particular issue/problem.

II.2.5) Award criteria

Quality criterion - Name: Workforce, Resilience, Efficiency and Service Development / Weighting: 100

Cost criterion - Name: Price / Weighting: 0

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-026444](#)

Section V. Award of contract

Contract No

NCCT41887D

Lot No

1

Title

Home Support in Norfolk

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 November 2022

V.2.2) Information about tenders

Number of tenders received: 19

Number of tenders received from SMEs: 19

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 19

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

A Class Care Ltd

Waterbeach

CB25 9QE

Country

United Kingdom

NUTS code

- UKH12 - Cambridgeshire CC

National registration number

08183079

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Ambition Community Healthcare

Settle

PE28 3EU

Country

United Kingdom

NUTS code

- UKH11 - Peterborough

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Bee Home Care

Norwich

NR2 4DS

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

National registration number

14018953

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Butterfly Days Ltd

Lowestoft

NR33 9QS

Country

United Kingdom

NUTS code

- UKH14 - Suffolk

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Mercylink Care Services Ltd

Cambridge

CB5 8LA

Country

United Kingdom

NUTS code

- UKH12 - Cambridgeshire CC

National registration number

11243763

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Muteuro Ltd

Aylsham

NR116GF

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

National registration number

09187224

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Nursing Care Personnel Ltd

Norwich

NR5 8BF

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

National registration number

11969866

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Ontime Response Healthcare Limited

Milton Keynes

MK10 7HP

Country

United Kingdom

NUTS code

- UKJ13 - Buckinghamshire CC

National registration number

11147805

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

QCM Healthcare Limited

Manningtree

CO11 2LH

Country

United Kingdom

NUTS code

- UKH3 - Essex

National registration number

10502250

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Quality Home Care Anglia Ltd

Ely

CB7 4EX

Country

United Kingdom

NUTS code

- UKH12 - Cambridgeshire CC

National registration number

09924199

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Lily Mae Homecare Limited

Peterborough

PE6 8HA

Country

United Kingdom

NUTS code

- UKH11 - Peterborough

National registration number

10159987

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Verity Healthcare Limited

London

E10 7JQ

Country

United Kingdom

NUTS code

- UKI - London

National registration number

10215923

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Wickham Care Company Ltd

Saxmundham

IP17 1AJ

Country

United Kingdom

NUTS code

- UKH14 - Suffolk

National registration number

12342392

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Zara Healthcare Ltd

Norwich

NR5 0UN

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

National registration number

09602648

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

TCOU At Home Ltd

Norwich

NR7 0BW

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

National registration number

13298797

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £300,000,000

Total value of the contract/lot: £300,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

nplaw

Norwich

Country

United Kingdom