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Contract

Home Support Framework Provider for East/NN4 PCNs

Norfolk County Council

F03: Contract award notice

Notice identifier: 2024/S 000-000499

Procurement identifier (OCID): ocds-h6vhtk-03fcbb

Published 8 January 2024, 1:29pm

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

www.norfolk.gov.uk

Buyer's address

<https://in-tendhost.co.uk/norfolkcc/asp/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 Provider for East/NN4 PCNs

Reference number

NCCT42688

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 has appointed a number of framework providers to deliver home support services in each Primary Care Network (PCN). The intention is that these providers will deliver 30% of the hours and the remaining 70% will be delivered by a Principal Provider (appointed through a separate procurement) for the PCN. This procurement is split into 3 lots, which covers the PCNs in East of Norfolk and NN4: • Great Yarmouth and Northern Villages (4 Framework Providers appointed) • Gorleston (2 Framework Providers have been appointed) • NN4 (2 Framework Providers have been appointed) The overall value

included in this notice is estimate as need will fluctuate and price is set by delivery of hours. This figure is for the 10 year contract length and is exclusive of VAT and does not take into account any price rises that the Council may award.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £39,000,000

II.2) Description

II.2.1) Title

2

Lot No

Gorleston

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

Main site or place of performance

Gorleston

II.2.4) Description of the procurement

This lot is for the framework providers to deliver home support services in the Primary Care Network (PCN) of Gorleston. 2 providers have been appointed.

II.2.5) Award criteria

Quality criterion - Name: Workforce (25%), Resilience (15%), Carbon (5%), Service Development(15%), Collaboration (10%), Implementation (10%) Quality (10%), Challenges (10%) / Weighting: 100%

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

II.2.14) Additional information

The value of this lot is estimate. The hours available will fluctuate according to need. This estimate value is for the 10 year length of the contract, does not include VAT and does not include any price increases set by the Council.

II.2) Description

II.2.1) Title

3

Lot No

NN4

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

North Norfolk

II.2.4) Description of the procurement

This lot is for framework providers to deliver home support services in the Primary Care Network (PCN) of NN4. 2 providers have been appointed to this lot.

II.2.5) Award criteria

Quality criterion - Name: Workforce (25%), Resilience (15%), Carbon (5%), Service Development(15%), Collaboration (10%), Implementation (10%) Quality (10%), Challenges 10% / Weighting: 100%

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

II.2.14) Additional information

The value of this lot is estimate. The hours available will fluctuate according to need. This estimate value is for the 10 year term of the contract, does not include VAT and does not include any price increases set by the Council.

II.2) Description

II.2.1) Title

1

Lot No

Great Yarmouth and Northern Villages

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

Main site or place of performance

Great Yarmouth and Northern Villages

II.2.4) Description of the procurement

This lot is for framework providers to deliver home support services in Great Yarmouth and Northern Villages. 4 providers have been appointed to this lot.

II.2.5) Award criteria

Quality criterion - Name: Workforce (25%), Resilience (15%), Carbon (5%), Service Development(15%), Collaboration (10%), Implementation (10%) Quality (10%), Challenges (10%) / Weighting: 100%

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

II.2.14) Additional information

The value of this lot is estimate. The hours available will fluctuate according to need. This estimate value is for the 10 year term of the contract, does not include VAT and does not include any price increases set by the Council.

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: [2023/S 000-027226](#)

Section V. Award of contract

Lot No

1

Title

Great Yarmouth and Northern Villages

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 December 2023

V.2.2) Information about tenders

Number of tenders received: 13

Number of tenders received from SMEs: 10

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

Number of tenders received from tenderers from non-EU Member States: 13

Number of tenders received by electronic means: 13

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

V.2.3) Name and address of the contractor

Loved Ones Home Care Ltd (trading as Bluebird Care (East Suffolk and Great Yamouth)

1 & 2 Riverside Business Centre, Riverside Road,

Lowestoft

Country

United Kingdom

NUTS code

- UKH14 - Suffolk

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Eastern Specialist Services Ltd trading as Cavell Healthcare

Hamilton House, Battery Green Road, Lowestoft

Lowestoft

Country

United Kingdom

NUTS code

- UKH14 - Suffolk

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Hales Group Limited trading as Hales Homecare

10 Flag Business Exchange, Vicarage Farm Road

Peterborough

Country

United Kingdom

NUTS code

- UKH11 - Peterborough

The contractor is an SME

No

V.2.3) Name and address of the contractor

South Norfolk Carers Limited trading as Manorcourt Homecare

The Beeches, Apex 12, Old Ipswich Road

Colchester

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £15,500,000

Total value of the contract/lot: £15,500,000

Section V. Award of contract

Lot No

2

Title

Gorleston

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 December 2023

V.2.2) Information about tenders

Number of tenders received: 14

Number of tenders received from SMEs: 11

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

Number of tenders received from tenderers from non-EU Member States: 14

Number of tenders received by electronic means: 14

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

V.2.3) Name and address of the contractor

Eastern Specialist Services Ltd trading as Cavell Healthcare

Hamilton House, Battery Green Road

Lowestoft

Country

United Kingdom

NUTS code

- UKH14 - Suffolk

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Nightingale Homecare Group Ltd trading as Nightingale Homecare Suffolk Ltd

3 & 4 Taverner's Square, Silver Road

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

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: £13,500,000

Total value of the contract/lot: £13,500,000

Section V. Award of contract

Lot No

3

Title

NN4

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 December 2023

V.2.2) Information about tenders

Number of tenders received: 9

Number of tenders received from SMEs: 7

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

Number of tenders received from tenderers from non-EU Member States: 9

Number of tenders received by electronic means: 9

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

V.2.3) Name and address of the contractor

Eastern Specialist Services Ltd T/A Cavell Healthcare

Hamilton House, Battery Green Road

Lowestoft

Country

United Kingdom

NUTS code

- UKH14 - Suffolk

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Leaf Care Services Limited trading as Leaf Care Services Eastern

Lawn Avenue

Great Yarmouth

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

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: £11,000,000

Total value of the contract/lot: £11,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

nplaw

Norfolk County Council, Martineau Lane

Norwich

NR1 2DH

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for lodging appeals: The Public Contracts Regulations 2015 (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Proceedings must be brought within 30 days from the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the Court considers that there is good reason for extending the period within which proceedings may be brought, in which case the Court may extend that period up to a maximum of 3 months from the date of knowledge.