

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/000628-2025>

Contract

Framework for Home Support Providers for West and North Norfolk

Norfolk County Council

F03: Contract award notice

Notice identifier: 2025/S 000-000628

Procurement identifier (OCID): ocids-h6vhtk-04696a

Published 9 January 2025, 10:46am

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall Martineau Lane Norwich

NR1 2DH

Contact

Liam Cranston

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

Framework for Home Support Providers for West and North Norfolk

Reference number

NCCT42880

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Nature of Specification Norfolk requires home support solutions which enable users of services to maximise their independence and lead a fulfilling lifestyle. Home support is the delivery of an agreed package of care for adults in their own home, who have been assessed as having a social care need because of a physical or mental impairment or illness. The care may be arranged on behalf of the individual and funded through several routes: fully funded care, partially funded care, direct payment, and/or as a self-funded arrangement. There are 7 lots for this Procurement Lot 1 Coastal Lot 2 Kings Lynn Lot 3 Fens and Brecks Lot 4 Swaffham and Downham Lot 5 North Norfolk 1 Lot 6 North Norfolk 2 Lot 7 North Norfolk 3 See full Specification and Tender Documents

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: £56,000,000

II.2) Description

II.2.1) Title

1. Coastal

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98513310 - Home-help services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

West Norfolk

II.2.4) Description of the procurement

as per the Specification & ITT Documents

II.2.5) Award criteria

Quality criterion - Name: Quality / 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

Different areas may have a different contract start dates

II.2) Description

II.2.1) Title

2. Kings Lynn

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98513310 - Home-help services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

Kings Lynn

II.2.4) Description of the procurement

as per the Specification & ITT Documents

II.2.5) Award criteria

Quality criterion - Name: Quality / 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

Different areas may have a different contract start dates

II.2) Description

II.2.1) Title

3. Fens and Brecks

Lot No

3

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98513310 - Home-help services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

II.2.4) Description of the procurement

as per the specification & ITT documents

II.2.5) Award criteria

Quality criterion - Name: Quality / 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

Different areas may have a different contract start dates

II.2) Description

II.2.1) Title

4. Swaffham and Downham

Lot No

4

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98513310 - Home-help services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

II.2.4) Description of the procurement

as per the Specification and ITT documents

II.2.5) Award criteria

Quality criterion - Name: Quality / 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

Different areas may have a different contract start dates

II.2) Description

II.2.1) Title

5. North Norfolk 1

Lot No

5

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98513310 - Home-help services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

II.2.4) Description of the procurement

as per the specification and ITT documents

II.2.5) Award criteria

Quality criterion - Name: Quality / 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

Different areas may have a different contract start dates

II.2) Description

II.2.1) Title

6. North Norfolk 2

Lot No

6

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98513310 - Home-help services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

II.2.4) Description of the procurement

as per the Specification and ITT Documents

II.2.5) Award criteria

Quality criterion - Name: Quality / 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

Different areas may have a different contract start dates

II.2) Description

II.2.1) Title

7. North Norfolk 3

Lot No

7

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98513310 - Home-help services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

II.2.4) Description of the procurement

as per the Specification & ITT Documents

II.2.5) Award criteria

Quality criterion - Name: Quality / 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

Different areas may have a different contract start dates

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: [2024/S 000-016073](#)

Section V. Award of contract

Contract No

NCCT42880 – Framework for Home Support Providers for West & North Norfolk

Lot No

1

Title

Western PCN - Coastal

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 December 2024

V.2.2) Information about tenders

Number of tenders received: 38

Number of tenders received from SMEs: 32

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: 38

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

V.2.3) Name and address of the contractor

Norvic Healthcare (Anglia) Limited

NR8 6QW

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

National registration number

04790989

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Cera Care Operations Ltd

CO4 9QR

Colchester

Country

United Kingdom

NUTS code

- UKH3 - Essex

National registration number

04320403

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: £5,600,000

Total value of the contract/lot: £5,600,000

Section V. Award of contract

Contract No

NCCT42880 – Framework for Home Support Providers for West & North Norfolk

Lot No

2

Title

Western PCN - Kings Lynn

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 November 2024

V.2.2) Information about tenders

Number of tenders received: 38

Number of tenders received from SMEs: 32

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: 38

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

V.2.3) Name and address of the contractor

Universal Care Services UK Ltd

NR19 1FD

Dereham

NR19 1FD

Country

United Kingdom

NUTS code

- UKH16 - North and West Norfolk

National registration number

06923671

The contractor is an SME

No

V.2.3) Name and address of the contractor

Norvic Healthcare (Anglia) Limited

NR8 6QW

Norwich

NR8 6QW

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

National registration number

04790989

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Verity Healthcare Limited

N1 7GU

London

N1 7GU

Country

United Kingdom

NUTS code

- UKI - London

National registration number

221860529

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: £56,000,000

Total value of the contract/lot: £56,000,000

Section V. Award of contract

Contract No

NCCT42880 – Framework for Home Support Providers for West & North Norfolk

Lot No

3

Title

Western PCN - Fens & Brecks

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 November 2024

V.2.2) Information about tenders

Number of tenders received: 38

Number of tenders received from SMEs: 32

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: 38

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

V.2.3) Name and address of the contractor

Norvic Healthcare (Anglia) Limited

NR8 6QW

Norwich

NR8 6QW

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

National registration number

04790989

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Verity Healthcare Limited

N1 7GU

London

N1 7GU

Country

United Kingdom

NUTS code

- UKI - London

National registration number

221860529

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: £56,000,000

Total value of the contract/lot: £56,000,000

Section V. Award of contract

Contract No

NCCT42880 – Framework for Home Support Providers for West & North Norfolk

Lot No

4

Title

Western PCN - Swaffham & Downham

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 November 2024

V.2.2) Information about tenders

Number of tenders received: 38

Number of tenders received from SMEs: 32

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: 38

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

V.2.3) Name and address of the contractor

Universal Care Services UK Ltd

NR19 1FD

Dereham

NR19 1FD

Country

United Kingdom

NUTS code

- UKH16 - North and West Norfolk

National registration number

06923671

The contractor is an SME

No

V.2.3) Name and address of the contractor

Norvic Healthcare (Anglia) Limited

NR8 6QW

Norwich

NR8 6QW

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

National registration number

04790989

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: £56,000,000

Total value of the contract/lot: £56,000,000

Section V. Award of contract

Contract No

NCCT42880 – Framework for Home Support Providers for West & North Norfolk

Lot No

5

Title

Northern PCN - North Norfolk 1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 November 2024

V.2.2) Information about tenders

Number of tenders received: 38

Number of tenders received from SMEs: 32

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: 38

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

V.2.3) Name and address of the contractor

Cera Care Operations Ltd

CO4 9QR

Colchester

CO4 9QR

Country

United Kingdom

NUTS code

- UKH3 - Essex

National registration number

04320403

The contractor is an SME

No

V.2.3) Name and address of the contractor

Manorcourt Care (Norfolk) Limited

CO7 7QR

Colchester

CO7 7QR

Country

United Kingdom

NUTS code

- UKH3 - Essex

National registration number

04516799

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: £56,000,000

Total value of the contract/lot: £56,000,000

Section V. Award of contract

Contract No

NCCT42880 – Framework for Home Support Providers for West & North Norfolk

Lot No

6

Title

Northern PCN - North Norfolk 2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 November 2024

V.2.2) Information about tenders

Number of tenders received: 38

Number of tenders received from SMEs: 32

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: 38

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

NR32 1DE

Lowestoft

NR32 1DE

Country

United Kingdom

NUTS code

- UKH14 - Suffolk

National registration number

10110511

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Norvic Healthcare (Anglia) Limited

NR8 6QW

Norwich

NR8 6QW

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

National registration number

04790989

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: £56,000,000

Total value of the contract/lot: £56,000,000

Section V. Award of contract

Contract No

NCCT42880 – Framework for Home Support Providers for West & North Norfolk

Lot No

7

Title

Northern PCN - North Norfolk 3

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 November 2024

V.2.2) Information about tenders

Number of tenders received: 38

Number of tenders received from SMEs: 32

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: 38

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

NR32 1DE

Lowestoft

NR32 1DE

Country

United Kingdom

NUTS code

- UKH14 - Suffolk

National registration number

10110511

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Norvic Healthcare (Anglia) Limited

NR8 6QW

Norwich

NR8 6QW

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

National registration number

04790989

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: £56,000,000

Total value of the contract/lot: £56,000,000

Section VI. Complementary information

VI.3) Additional information

Please note the initial estimated total value of the contract in Section V of this notice has not been broken down per lot. It represents the estimated total value of all lots during the duration of the framework.

VI.4) Procedures for review

VI.4.1) Review body

Norfolk County Council - Head of Sourcing Norwich

Norwich

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

NP Law - Norfolk Norwich

Norfolk

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.