

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): ocds-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](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH15 - Norwich and East Norfolk

**Internet address(es)**

Main address

[www.norfolk.gov.uk](http://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.