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Tender

Provision of Residential and Nursing Care for Older People (Aged 65+)

Medway Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-003924

Procurement identifier (OCID): ocds-h6vhtk-0607b5

Published 16 January 2026, 2:05pm

Scope

Description

Medway Council ('The Council') is establishing an open framework for the delivery of Residential and Nursing Care Home Services for Older People aged 65 and over. The Council is inviting suitably qualified and experienced providers of care homes in Medway and Kent to apply for admission to this framework.

The Care Act requires local authorities to provide high quality care and support services to help vulnerable people to live their day-to-day life.

A residential care home provides accommodation and 24-hour care and support to people who find it difficult to manage activities of daily living at home. The purpose of a residential care home is to ensure people who cannot live independently are well looked after and continue to lead meaningful lives. This typically includes help with washing, dressing, toileting, administering medication and mobility.

In addition to the services offered at a residential care home, a nursing care home will provide 24-hour care and support to residents, plus additional support from a qualified nurse to support with more complex conditions and medical needs.

Providers must demonstrate:

- Person-centred care and support that promotes independence and holistic wellbeing – physical, emotional, and social
- Skilled and suitably qualified staff to meet residents' needs
- Care Quality Commission (CQC) registration with robust evidence of quality assurance processes to maintain high standards of care
- Well maintained living environments that support residents' needs and provide comfort, safety, and dignity

The services are divided into lots / sub-lots which are split between Residential Care and Nursing Care set out below:

- Lot 1A: Residential Standard
- Lot 1B: Residential Enhanced
- Lot 2A: Nursing Standard
- Lot 2B: Nursing Enhanced
- Lot 3: Highly Specialised Care (Residential and Nursing Care)

Providers can apply for one or more Lots. The Council is seeking to have multiple providers for each Lot on the framework. There is no limit on the number of providers who can participate on a Lot.

The Services under this Medway Framework are 'Light Touch' and are governed by the rules relating to Light Touch Contracts under the Procurement Act 2023.

The Council anticipates re-opening the Framework at the following points:

- Once during the period of 3 years from award of the first Framework under this scheme (September 2027), and
- Three times in the remaining 5-year framework term (April 2030, April 2032, May 2034)

The Council reserves the right to adjust the indicative reopening schedule above in response to operational factors. Such factors may include but are not limited to:

- Supply and demand changes

- Allowing sufficient competition
- Changes to pricing structures
- Changes due to impact of Local Government Re-organisation

Further details can be found in the tender documents available from <https://www.kentbusinessportal.org.uk> where applications to join the framework must be made.

To view this notice, please click here:

<https://www.kentbusinessportal.org.uk/delta/viewNotice.html?noticeId=1002263005>

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Total value (estimated)

- £330,876,621 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 June 2026 to 31 May 2034
- 8 years

Main procurement category

Services

Contract locations

- UKJ41 - Medway

Not the same for all lots

CPV classifications are shown in Lot sections, because they are not the same for all lots.

Lot 1A. Residential Standard

Description

Residential Care provides support with daily living tasks such as bathing, dressing, eating, and mobility. It is suitable for individuals who do not require regular medical attention but need assistance with their overall wellbeing and safety. Residential care homes aim to create a homelike environment, offering communal living spaces, meals, and recreational activities to foster social interaction and a sense of community.

The individual has been assessed as having care and support needs that cannot be met in their own home environment or other suitable alternative (such as Extra Care Housing or Supported Living). The individual will have some or many of the following needs, which are expected to be met in a residential care environment. The individual may be physically active with a level of predictability around day-to-day needs. Changes in needs are likely to be minimal and when they do change, needs will be expected to return to their usual pattern with standard care and support.

The individual does not meet the criteria for Funded Nursing Care (FNC) and does not have Nursing needs that require the daily onsite supervision and oversight of a registered Nurse. The individual may have health needs that require support and supervision of

external specialist services from the NHS, Integrated Care Board, or other agencies, such as community nursing support. These needs should be met and funded by the NHS. Any clinical nursing need is to be met by NHS services and not solely designated to care staff.

Needs Profiles are intended to identify key characteristics of the type and level of support required for an individual who requires a care home placement. The needs profiles are not exhaustive and not everybody will require support in every level of need noted within them. Temporary fluctuations may occur within bands, for example a resident may have a care and support need from a higher needs profile for a temporary period. In the event this happens, and where the Provider feels able to safely meet the short-term higher care and support need, there may not be the need for the resident to be re-banded (i.e. there may be instances where temporary fluctuations can be managed within the same needs profile).

Please see specification of requirement for full details.

Lot value (estimated)

- £44,228,939 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 85000000 - Health and social work services
- 85310000 - Social work services
- 85311000 - Social work services with accommodation
- 85311100 - Welfare services for the elderly

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 1B. Residential Enhanced

Description

The individual has been assessed as having care and support needs that cannot be met in their own home environment or other suitable alternative (such as Extra Care Housing or Supported Living). The individual will have some or many of the following needs, which are expected to be met in a residential care environment.

These needs generally require a higher level of residential care due to a significant and ongoing progression or deterioration in an existing condition, which is ordinarily manageable within a residential care environment, and usually follows an expected pattern. The individual may require a higher frequency of interventions and possibly increased risk management support. The individual has needs which require a range of care and support due to their variability. They may require the ongoing input of a staff team with a broad range of skills and training to manage risks.

The individual does not meet the criteria for Funded Nursing Care (FNC) and does not have Nursing needs that require the daily onsite supervision and oversight of a registered Nurse. The individual may have health needs that require support and supervision of external specialist services from the NHS, Integrated Care Board, or other agencies, such as community nursing support. These needs should be met and funded by the NHS. Any clinical nursing need is to be met by NHS services and not solely designated to care staff.

Residential enhanced is need specific, not diagnosis-led, and requires specialist interventions due to the intensity of care needs. A diagnosis of dementia does not automatically mean the person needs this level of care.

Needs Profiles are intended to identify key characteristics of the type and level of support required for an individual who requires a care home placement. The needs profiles are not exhaustive and not everybody will require support in every level of need noted within them. Temporary fluctuations may occur within bands, for example a resident may have a care and support need from a higher needs profile for a temporary period. In the event this happens, and where the Provider feels able to safely meet the short-term higher care and support need, there may not be the need for the resident to be re-banded (i.e. there may be instances where temporary fluctuations can be managed within the same needs profile).

Please see specification of requirement for full details.

Lot value (estimated)

- £148,811,099 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 85000000 - Health and social work services
- 85300000 - Social work and related services
- 85311000 - Social work services with accommodation
- 85311100 - Welfare services for the elderly

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2A. Nursing Standard

Description

The individual has been assessed as having care and support needs that cannot be met in their own home environment or other suitable alternative (such as Extra Care Housing or Supported Living). The individual will have some or many of the following needs, which are expected to be met in a Nursing home environment.

The individual has needs which can only be met with the on-site supervision of a registered Nurse. This care is required in a home registered to provide care with Nursing.

Health needs may be able to be commissioned by the Local Authority (LA) under the incidental and ancillary rule or be met by Funded Nursing Care (FNC), however these could be needs that are stand alone. If the needs are multiple, then this cumulative effect may be outside of the rules or FNC coverage and mean that the individual services

outside those that should be met by the LA. In these situations, Continuing Healthcare (CHC) must be considered and, if appropriate, assessed for.

Prior to funding request, social care staff should have considered CHC. If nursing care is required, when applying for FNC, an NHS CHC checklist must be completed and submitted to the Integrated Care Board (ICB).

Needs Profiles are intended to identify key characteristics of the type and level of support required for an individual who requires a care home placement. The needs profiles are not exhaustive and not everybody will require support in every level of need noted within them. Temporary fluctuations may occur within bands, for example a resident may have a care and support need from a higher needs profile for a temporary period. In the event this happens, and where the Provider feels able to safely meet the short-term higher care and support need, there may not be the need for the resident to be re-banded (i.e. there may be instances where temporary fluctuations can be managed within the same needs profile).

Please see specification of requirement for full details.

Lot value (estimated)

- £56,328,436 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 85100000 - Health services
- 85140000 - Miscellaneous health services
- 85144000 - Residential health facilities services
- 85144100 - Residential nursing care services
- 85300000 - Social work and related services
- 85310000 - Social work services
- 85311000 - Social work services with accommodation

- 85311100 - Welfare services for the elderly

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2B. Nursing Enhanced

Description

The individual has been assessed as having care and support needs that cannot be met in their own home environment or other suitable alternative (such as Extra Care Housing or Supported Living). The individual will have some or many of the following needs, which are expected to be met in a Nursing home environment.

The individual has needs which can only be met with the on-site supervision of a registered Nurse. This care is required in a home registered to provide care with Nursing.

Health needs may be able to be commissioned by the Local Authority (LA) under the incidental and ancillary rule or be met by Funded Nursing Care (FNC), however these could be needs that are stand alone. If the needs are multiple, then this cumulative effect may be outside of the rules or FNC coverage and mean that the individual services outside those that should be met by the LA. In these situations, Continuing Healthcare (CHC) must be considered and, if appropriate, assessed for.

Prior to funding request, social care staff should have considered CHC. If nursing care is required, when applying for FNC, an NHS CHC checklist must be completed and submitted to the Integrated Care Board (ICB).

Needs Profiles are intended to identify key characteristics of the type and level of support required for an individual who requires a care home placement. The needs profiles are not exhaustive and not everybody will require support in every level of need noted within them. Temporary fluctuations may occur within bands, for example a resident may have a care and support need from a higher needs profile for a temporary period. In the event this happens, and where the Provider feels able to safely meet the short-term higher care and support need, there may not be the need for the resident to be re-banded (i.e. there may be instances where temporary fluctuations can be managed within the same needs profile).

Please see specification of requirement for full details.

Lot value (estimated)

- £49,790,314 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 85100000 - Health services
- 85140000 - Miscellaneous health services
- 85144000 - Residential health facilities services
- 85144100 - Residential nursing care services
- 85300000 - Social work and related services
- 85310000 - Social work services
- 85311000 - Social work services with accommodation
- 85311100 - Welfare services for the elderly

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Highly Specialised Care

Description

The individual has been assessed as having care and support needs that cannot be met in their own home environment or other suitable alternative (such as Extra Care Housing or Supported Living).

The individual has needs which may be able to be met either in a specialist residential home or in a home registered to provide care with nursing. The individual requires a highly specialist level of social care due to the complete and unpredictability of their needs or the impact of interacting health and social care needs. The individual will have some or many of the following needs.

Health needs may be able to be commissioned by the Local Authority (LA) under the incidental and ancillary rule or be met by Funded Nursing Care (FNC), however these could be needs that are stand alone. If the needs are multiple, then this cumulative effect may be outside of the above rules or FNC coverage and mean that the individual services are outside those that should be met by the LA. In these situations, Continuing Healthcare (CHC) must be considered and, if appropriate, assessed for.

This profile is not intended for those individuals who require interim placements. The individual will have been assessed under a Care Act Assessment (2014) and accepted as having eligible Care Act needs. The individual may require a CHC Assessment and receive CHC funding. Any cost differential incurred by a nursing home for nursing needs should be met through FNC.

Prior to funding request, Social Care staff should have considered CHC. If nursing care is required, when applying for FNC, an NHS CHC checklist must be completed and submitted to the Integrated Care Board (ICB).

Individuals with a psychiatric diagnosis that is managed, and their assessed needs meet social care eligibility criteria under the Care Act (2014) would be considered under the Medway Council needs profiles, a diagnosis alone is not indicative of the need to proceed under a specialist profile.

Lot value (estimated)

- £31,717,833 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 85100000 - Health services
- 85140000 - Miscellaneous health services
- 85144000 - Residential health facilities services
- 85144100 - Residential nursing care services
- 85300000 - Social work and related services
- 85310000 - Social work services
- 85311000 - Social work services with accommodation
- 85311100 - Welfare services for the elderly

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Open framework scheme end date (estimated)

31 May 2034

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

0%

Framework operation description

For Lots 1A, 1B, 2A, and 2B the prices are fixed by the Council. For Lot 3 price is capped at a Council-specified amount. Requirements for placements can be subject to mini-competition with quality and user choice being factors in the criteria for call-offs.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Establishing party only

Participation

Particular suitability

Lot 1A. Residential Standard

Lot 1B. Residential Enhanced

Lot 2A. Nursing Standard

Lot 2B. Nursing Enhanced

Lot 3. Highly Specialised Care

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

10 February 2026, 5:00pm

Tender submission deadline

20 February 2026, 5:00pm

Submission address and any special instructions

<https://www.kentbusinessportal.org.uk/respond/VQ2R979URZ>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

7 May 2026

Award criteria

Lot 1A. Residential Standard**Lot 2A. Nursing Standard****Lot 2B. Nursing Enhanced****Lot 3. Highly Specialised Care**

Name	Description	Type
Price	Pass/Fail	Price
Quality	Scored Evaluation	Quality

Weighting description

Price is pass / fail as described in the tender documents. Quality will be weighted 100% and scored. Please refer to ITT documents for full details.

Lot 1B. Residential Enhanced

Name	Description	Type
Price	Pass/ Fail	Price
Quality	Scored Evaluation	Quality

Weighting description

Price is pass / fail as described in the tender documents. Quality will be weighted 100% and scored. Please refer to ITT documents for full details.

Other information**Conflicts assessment prepared/revised**

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

Medway Council

- Public Procurement Organisation Number: PWYH-3898-LDQR

Medway Council, Gun Wharf, Dock Road

Chatham

ME4 4TR

United Kingdom

Contact name: Mr James Welch

Email: james.welch@medway.gov.uk

Region: UKJ41 - Medway

Organisation type: Public authority - sub-central government