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Award

Framework Agreement - South Home Care

Norfolk County Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-003981

Procurement identifier (OCID): ocds-h6vhtk-04fac4 ([view related notices](#))

Published 16 January 2026, 3:01pm

Scope

Reference

NCCT43045

Description

The Council wished to appoint 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.

Commercial tool

Establishes a framework

Lot 1. Mid Norfolk

Description

The Council wishes to appoint a number of framework providers to deliver home support services in Mid Norfolk, 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.

Lot 2. Breckland

Description

The Council wishes to appoint a number of framework providers to deliver home support services in Breckland, 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.

Lot 3. Kett's Oak

Description

The Council wishes to appoint a number of framework providers to deliver home support services in Kett's Oak, 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.

Lot 4. SNHIP

Description

The Council wishes to appoint a number of framework providers to deliver home support services in SNHIP, 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.

Contract 1. Mid Norfolk

Lots

Lot 1. Mid Norfolk

Suppliers (3)

- MANORCOURT CARE (NORFOLK) LIMITED
- NORVIC HEALTHCARE (ANGLIA) LIMITED
- OPTIMALCAREPLUS LIMITED

Contract value

- £8,929,440 excluding VAT
- £10,715,328 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

16 January 2026

Date assessment summaries were sent to tenderers

16 January 2026

Standstill period

- End: 27 January 2026
- 8 working days

Earliest date the contract will be signed

28 January 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2031
- Possible extension to 31 March 2036
- 10 years

Description of possible extension:

Contracts may be extended. The dates are an estimate. Actual start date for each lot will

be determined during mobilisation.

Main procurement category

Services

CPV classifications

- 85312000 - Social work services without accommodation

Contract locations

- UKH17 - Breckland and South Norfolk
-

Contract 2. Breckland

Lots

Lot 2. Breckland

Suppliers (3)

- FIRST CHOICE HOME CARE LTD
- PILEA HOMECARE LTD
- VERITY HEALTHCARE LIMITED

Contract value

- £8,620,560 excluding VAT
- £10,344,672 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

16 January 2026

Date assessment summaries were sent to tenderers

16 January 2026

Standstill period

- End: 27 January 2026
- 8 working days

Earliest date the contract will be signed

28 January 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2031
- Possible extension to 31 March 2036
- 10 years

Description of possible extension:

The contract may be extended. The dates are an estimate. Actual start date for each lot will be determined during mobilisation.

Main procurement category

Services

CPV classifications

- 85312000 - Social work services without accommodation

Contract locations

- UKH17 - Breckland and South Norfolk
-

Contract 3. Kett's Oak

Lots

Lot 3. Kett's Oak

Suppliers (3)

- CERA CARE OPERATIONS LIMITED
- OPTIMALCAREPLUS LIMITED
- PILEA HOMECARE LTD

Contract value

- £13,787,280 excluding VAT
- £16,544,736 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

16 January 2026

Date assessment summaries were sent to tenderers

16 January 2026

Standstill period

- End: 27 January 2026
- 8 working days

Earliest date the contract will be signed

28 January 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2031
- Possible extension to 31 March 2036

- 10 years

Description of possible extension:

The contract may be extended. The dates are an estimate. Actual start date for each lot will be determined during mobilisation.

Main procurement category

Services

CPV classifications

- 85312000 - Social work services without accommodation

Contract locations

- UKH17 - Breckland and South Norfolk
-

Contract 4. SNHIP

Lots

Lot 4. SNHIP

Suppliers (3)

- FIRST CHOICE HOME CARE LTD
- NORVIC HEALTHCARE (ANGLIA) LIMITED

- VERITY HEALTHCARE LIMITED

Contract value

- £12,467,520 excluding VAT
- £14,961,024 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

16 January 2026

Date assessment summaries were sent to tenderers

16 January 2026

Standstill period

- End: 27 January 2026
- 8 working days

Earliest date the contract will be signed

28 January 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2031

- Possible extension to 31 March 2036
- 10 years

Description of possible extension:

Contract can be extended. The dates are an estimate. Actual start date for each lot will be determined during mobilisation.

Main procurement category

Services

CPV classifications

- 85312000 - Social work services without accommodation

Contract locations

- UKH17 - Breckland and South Norfolk

Information about tenders

Lot 1. Mid Norfolk

- 8 tenders received
- 8 tenders assessed in the final stage:
 - 7 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)

- 3 suppliers awarded contracts
 - 5 suppliers unsuccessful (details included for contracts over £5 million)
-

Unsuccessful suppliers

- [FIRST CHOICE HOME CARE LTD](#)
 - [PILEA HOMECARE LTD](#)
 - [VERITY HEALTHCARE LIMITED](#)
 - [MASTER CARE LTD](#)
 - [THE CORNHILL GROUP SERVICES LTD](#)
-

Lot 2. Breckland

- 7 tenders received
 - 7 tenders assessed in the final stage:
 - 5 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 3 suppliers awarded contracts
 - 4 suppliers unsuccessful (details included for contracts over £5 million)
-

Unsuccessful suppliers

- [OPTIMALCAREPLUS LIMITED](#)
 - [MANORCOURT CARE \(NORFOLK\) LIMITED](#)
 - [MASTER CARE LTD](#)
 - [PREMIER HOMECARE \(EAST\) LIMITED](#)
-

Lot 3. Kett's Oak

- 8 tenders received
 - 8 tenders assessed in the final stage:
 - 6 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 3 suppliers awarded contracts
 - 5 suppliers unsuccessful (details included for contracts over £5 million)
-

Unsuccessful suppliers

- [NORVIC HEALTHCARE \(ANGLIA\) LIMITED](#)
 - [MANORCOURT CARE \(NORFOLK\) LIMITED](#)
 - [VERITY HEALTHCARE LIMITED](#)
 - [MASTER CARE LTD](#)
 - [THE CORNHILL GROUP SERVICES LTD](#)
-

Lot 4. SNHIP

- 9 tenders received
 - 9 tenders assessed in the final stage:
 - 7 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 3 suppliers awarded contracts
 - 6 suppliers unsuccessful (details included for contracts over £5 million)
-

Unsuccessful suppliers

- [OPTIMALCAREPLUS LIMITED](#)
 - [PILEA HOMECARE LTD](#)
 - [CERA CARE OPERATIONS LIMITED](#)
 - [MASTER CARE LTD](#)
 - [THE CORNHILL GROUP SERVICES LTD](#)
 - [ANGLIA HOME CARE LIMITED](#)
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Submission

Submission type

Requests to participate

Procedure

Procedure type

Competitive flexible procedure

Special regime

Light touch

Suppliers

ANGLIA HOME CARE LIMITED

- Companies House: 04390481
- Public Procurement Organisation Number: PBZR-3617-WQNR

The Beeches, Apex 12, Old Ipswich Road

Colchester, Essex

CO7 7QR

United Kingdom

Website: <http://www.healthcarehomes.co.uk>

Region: UKH34 - Essex Haven Gateway

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

CERA CARE OPERATIONS LIMITED

- Companies House: 04320403
- Public Procurement Organisation Number: PQMP-1376-MXZH

Crown House Stephenson Road

Colchester

CO4 9QR

United Kingdom

Email: bidteam@ceracare.co.uk

Website: <https://www.cerahq.com/>

Region: UKH34 - Essex Haven Gateway

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 3. Kett's Oak

FIRST CHOICE HOME CARE LTD

- Companies House: 08130025
- Public Procurement Organisation Number: PWZY-6514-JBHV

Unit 1b Harling Road

Snetterton

NR16 2JU

United Kingdom

Email: enquiries@firstchoicehomecare.co.uk

Website: <https://www.firstchoicehomecare.co.uk>

Region: UKH17 - Breckland and South Norfolk

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. Breckland

Contract 4. SNHIP

MANORCOURT CARE (NORFOLK) LIMITED

- Companies House: 04516799
- Public Procurement Organisation Number: PWDM-1689-RHNQ

The Beeches, Apex 12, Old Ipswich Road

Colchester, Essex

CO7 7QR

United Kingdom

Email: ellie.todd@healthcarehomes.co.uk

Website: <http://www.healthcarehomes.co.uk>

Region: UKH34 - Essex Haven Gateway

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Mid Norfolk

MASTER CARE LTD

- Companies House: 14113286
- Public Procurement Organisation Number: PDPT-7649-HCGH

Oak Lodge 129 School Lane

Norwich

NR9 3LB

United Kingdom

Website: <http://www.mastercarehomecare.co.uk>

Region: UKH17 - Breckland and South Norfolk

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

NORVIC HEALTHCARE (ANGLIA) LIMITED

- Companies House: 04790989
- Public Procurement Organisation Number: PGNL-2571-ZMTY

Unit 5, Longs Business Centre 232 Fakenham Road

Norwich

NR8 6QW

United Kingdom

Email: info@norvichealthcare.co.uk

Website: <http://www.norvichealthcare.co.uk>

Region: UKH15 - Norwich and East Norfolk

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Mid Norfolk

Contract 4. SNHIP

OPTIMALCAREPLUS LIMITED

- Companies House: 13053234
- Public Procurement Organisation Number: PWWR-3326-TRZH

Suite 113, Building 13 Thames Enterprise Centre

East Tilbury

RM18 8RH

United Kingdom

Email: info@optimalcareplus.co.uk

Website: <http://www.optimalcareplus.co.uk>

Region: UKH32 - Thurrock

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Mid Norfolk

Contract 3. Kett's Oak

PILEA HOMECARE LTD

- Companies House: 11441962
- Public Procurement Organisation Number: PHMY-8574-TJZQ

2nd Floor 755-757 Attercliffe Road

Sheffield

S9 3RF

United Kingdom

Email: admin@pileahomecare.co.uk

Website: <https://www.pileahomecare.co.uk/>

Region: UKE32 - Sheffield

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. Breckland

Contract 3. Kett's Oak

PREMIER HOMECARE (EAST) LIMITED

- Companies House: 04251346
- Public Procurement Organisation Number: PBZL-7439-CXWX

The Beeches, Apex 12, Old Ipswich Road

Colchester, Essex

CO7 7QR

United Kingdom

Website: <http://www.healthcarehomes.co.uk>

Region: UKH34 - Essex Haven Gateway

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

THE CORNHILL GROUP SERVICES LTD

- Companies House: 11561310

- Public Procurement Organisation Number: PRCP-5838-TXWY

The Old Courthouse

Grays

RM17 5DD

United Kingdom

Website: <http://www.cornhillcare.co.uk>

Region: UKH32 - Thurrock

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

VERITY HEALTHCARE LIMITED

- Companies House: 07462140
- Public Procurement Organisation Number: PXHY-9492-VRWG

20-22 Wenlock Road

London

N1 7GU

United Kingdom

Email: sam@verityhealthcare.co.uk

Website: <http://www.verityhealthcare.co.uk>

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. Breckland

Contract 4. SNHIP

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Email: sourcingteam@norfolk.gov.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government