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Contract

## **Residential and Nursing Care Services**

London Borough of Richmond upon Thames

F03: Contract award notice

Notice identifier: 2026/S 000-004430

Procurement identifier (OCID): ocds-h6vhtk-04c8a5

Published 19 January 2026, 3:18pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

London Borough of Richmond upon Thames

44 York Street, Twickenham, Civic Centre

Richmond

TW1 3BZ

#### **Contact**

Procurement Team

#### **Email**

[procurement@richmondandwandsworth.gov.uk](mailto:procurement@richmondandwandsworth.gov.uk)

#### **Telephone**

+44 2088716000

#### **Country**

United Kingdom

**Region code**

UKI75 - Hounslow and Richmond upon Thames

**Internet address(es)**

Main address

[www.richmond.gov.uk](http://www.richmond.gov.uk)

Buyer's address

[www.richmond.gov.uk](http://www.richmond.gov.uk)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Residential and Nursing Care Services

Reference number

CPT3421

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Richmond Council were looking to establish a strategic partnership with an industry leading Residential and Nursing Care Provider for Older Peoples care.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

Value excluding VAT: £132,345,373

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKI75 - Hounslow and Richmond upon Thames

Main site or place of performance

Greville House Care Home? - Greville Road, Richmond TW10 6HR

Whitefarm Lodge Care Home? - Vicarage Road, Whitton, Twickenham TW2 7BY

Laurel Dene Care Home? - 117 Hampton Road, Hampton Hill, Hampton TW12 1JQ

#### **II.2.4) Description of the procurement**

Richmond Council are looking to establish a strategic partnership with an industry leading Residential and Nursing Care Provider for Older Peoples care. At the point of service transfer to the Service Provider, the Service Provider will be responsible for providing 218 beds (175 council commissioned care beds and 43 available for private marketing) across 3 Older People Residential and Nursing Care Homes within the borough.

The Service Provider shall continue to make available accommodation, care and support for all existing long-term Residents according to their existing Personal Care Plans. This contract will also require the facilities management of the buildings.

The proposed partnership is to be an ethos, and a way of working based on relationships. It is to be collaborative, putting our residents at the heart of everything we do, learning from each other to improve the quality of care and facilitate access to local community services. We want the partnership to take forward innovation and change, test and adopt new ways of working, and ensure we make full use of all assets available in our local area to deliver high quality care and support and to promote positive outcomes for Richmond residents.

#### **II.2.5) Award criteria**

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Contract Terms and Conditions / Weighting: 10

Quality criterion - Name: Quality / Weighting: 40

Cost criterion - Name: Price / Weighting: 40

#### **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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

#### **IV.1.6) Information about electronic auction**

An electronic auction will be used

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2025/S 000-006290](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

2 December 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Agincare (Southwark) Limited

Agincare House, Admiralty Buildings, Castletown, Portland, Dorset

Portland

DT5 1BB

Country

United Kingdom

NUTS code

- UKK2 - Dorset and Somerset

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: £190,000,000

Total value of the contract/lot: £132,345,373

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Royal Court of Justice

The Royal Courts of Justice (Stop M)

London

WC2R 1DH

Email

[rcj.dco@justice.gov.uk](mailto:rcj.dco@justice.gov.uk)

Country

United Kingdom

Internet address

<https://www.find-court-tribunal.service.gov.uk/courts/royal-courts-of-justice>

**VI.4.2) Body responsible for mediation procedures**

Cabinet Office

70 Whitehall

London

SW1 2AS

Email

[prouement@richmondandwandsworth.gov.uk](mailto:prouement@richmondandwandsworth.gov.uk)

Country

United Kingdom

Internet address

[www.wandsworth.gov.uk](http://www.wandsworth.gov.uk)