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Tender

General Residential Care Services

Newcastle City Council

F02: Contract notice

Notice identifier: 2025/S 000-005176

Procurement identifier (OCID): ocds-h6vhtk-04e1f8

Published 14 February 2025, 2:31pm

The closing date and time has been changed to:

1 May 2025, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Newcastle City Council

Civic Centre, Barras Bridge

Newcastle upon Tyne

NE1 8QH

Contact

Suzanne Guthrie-Gower

Email

suzanne.guthrie.gower@newcastle.gov.uk

Country

United Kingdom

Region code

UKC22 - Tyneside

Justification for not providing organisation identifier

Sole trader

Internet address(es)

Main address

<https://www.newcastle.gov.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.open-uk.org/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.open-uk.org/>

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

General Residential Care Services

Reference number

008588

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Newcastle City Council has a duty to provide care and support for its residents who are eligible according to the national criteria introduced by the Care Act 2014. The Council currently commissions general residential care services from external organisations in the City which allows us to meet the needs of some of our most vulnerable citizens and we are seeking to establish a new Framework, to commence on the 2nd June 2025.

The tender opportunity will be published on the OPEN portal on 20th March 2025.

II.1.5) Estimated total value

Value excluding VAT: £112,209,555

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

II.2.4) Description of the procurement

Adults with eligible needs and who have been assessed as requiring support within a general residential care service, are likely to have a range of individual care and support needs relating to:

- a physical disability and/or restricted mobility
- frailty related to age
- dementia
- long term health conditions
- end of life
- a sensory impairment
- learning disabilities
- mental health needs
- attention and conduct disorders
- the presentation of behaviours that can challenge services

General residential care services provide accommodation, personal care and support needs to adults who cannot live independently. Care and support are offered throughout the day and night where required.

The accommodation, care and services provided should be matched to the requirements of each individual, supporting them to lead a fulfilling life which reflects, as closely as possible, life in their own home. The services provided should achieve good outcomes, offer good quality and provide care with safety and dignity.

General Residential Care Services will provide support to achieve identified outcomes from a Care Act (2014) Needs Assessment and will offer people:

- Day to day support over a 24/7 period
- A comfortable and safe environment to live in
- Support for physical, mental, emotional, social and spiritual needs

- Privacy, dignity, and respect
- Personal care and hygiene
- Maintain nutrition
- Meaningful activities of interest and enjoyment
- Personal identity is promoted
- Protection from abuse and neglect
- Control and choice over day-to-day life decisions including care and support
- Participation in work, education, training or recreation
- Social stimulation and economic well-being
- Domestic, family and personal relationships
- The suitability of their living accommodation
- Access to healthcare services
- Contribution to society

Residential Care Services can offer, by way of their Care Quality Commission Statement of Purpose, care and support to people with needs in addition to accommodation and general personal care.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

One option to extend for 12 months

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

24 April 2025

Local time

12:00pm

Changed to:

Date

1 May 2025

Local time

12:00pm

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

24 April 2025

Local time

12:30pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Newcastle City Council

Civic Centre, Barras Bridge,

Newcastle upon Tyne

NE1 8QH

Country

United Kingdom

Internet address

<https://www.newcastle.gov.uk/>