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Tender

## **Care and Support at Home Services Contract Re-open January 2026**

Cornwall Council

F02: Contract notice

Notice identifier: 2026/S 000-005549

Procurement identifier (OCID): ocids-h6vhtk-043cf4

Published 22 January 2026, 7:46am

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

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

Cornwall Council

County Hall, Treyew Road

Truro

TR1 3AY

#### **Contact**

Celia Penhaligon

#### **Email**

[celia.penhaligon@cornwall.gov.uk](mailto:celia.penhaligon@cornwall.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKK3 - Cornwall and Isles of Scilly

**Internet address(es)**

Main address

<http://www.cornwall.gov.uk>

Buyer's address

<http://www.cornwall.gov.uk>

**I.3) Communication**

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

<https://procontract.due-north.com/RFx/RFxSummary?rfxId=232d8076-19f7-f011-813c-005056b64545&projectId=1e5893ef-82be-ed11-8120-005056b64545#>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/RFx/RFxSummary?rfxId=232d8076-19f7-f011-813c-005056b64545&projectId=1e5893ef-82be-ed11-8120-005056b64545#>

**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**

Care and Support at Home Services Contract Re-open January 2026

Reference number

DN660169

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

- 85000000 - Health and social work services

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

Services

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

The Council is seeking to procure the Geographical Zone Capacity Shortfall for the provision of Home Care services for 2 Lots (Lots 9 and 10) to support the current alliance arrangement. Please refer to the procurement documents for full details.

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

## **II.2) Description**

### **II.2.1) Title**

Lot 9 Liskeard, Looe, Rame and Peninsula

Lot No

9

### **II.2.2) Additional CPV code(s)**

- 85323000 - Community health services
- 98000000 - Other community, social and personal services

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

NUTS codes

- UKK3 - Cornwall and Isles of Scilly

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

The Council intends to appoint additional Individual Home Care providers into existing Alliances to mitigate the current capacity shortfall within Lot 9.

A capacity shortfall means the current Home Care providers within the existing alliance do not have sufficient capacity to meet demand in that geographical area.

This procurement is therefore being initiated only when and where extra capacity is needed, rather than to replace existing providers. The successful provider(s) will complement the current alliance by delivering care where demand exceeds the capacity of existing providers.

The current model sees the Services delivered through eleven (11) placed-based alliances. Each Alliance is formed of a number of service providers who collaborate to optimise the delivery of the Services within a specific Geographical Zone. Each Alliance is led by a Strategic Provider who manages the performance of the Services, administers the Alliance, coordinates capacity optimisation activities and acts as the Operational Provider of Last Resort (see the Strategic Provider Specification for more details) alongside multiple Individual Providers who directly deliver Home Care services.

The principal aim of the Services is to ensure people have access to the right care, in the right place, at the right time, enabling them to stay well, safe and independent at home for longer. The Services primarily address the needs of older people and people with physical disabilities who require assistance with their personal care, daily living activities and accessing the community. They may also be used by people with learning disabilities, autism, mental health support needs, sensory loss and other conditions where this type of provision best meets their individual needs.

The Services include:

- Regulated 'personal care' tasks including but not limited to getting in and out of bed, washing and dressing, going to the toilet and taking medication;
- Non-regulated tasks including shopping, cleaning, going out into the community and other activities that enable the Person to meet their assessed social care needs, usually in exceptional circumstances;
- Night-time care, which may be used to meet a Person's needs in exceptional circumstances to prevent use of a residential care placement;
- Clustering of home care services in specific locations, for example in a sheltered housing scheme, to enhance the offer available to people living in these settings and to optimise the available capacity; and

- Alliance Providers working collaboratively in each Geographical Zone to optimise service delivery and support each other with market fragility including prevention and management of local provider failure.

The procurement was divided into eleven (11) Lots which are aligned to eleven (11) Geographical Zones.

The Contract for each Lot commenced on the 19 October 2024, for a maximum term of eight (8) years, broken down as follows:

- An initial period of three (3) years commencing on 19 October 2024
- An option for the Council to extend the term by a further three (3) years
- Following the exercise of the first option, an option for the Council to extend the term by a further two (2) years.

Any extension of the term is at the sole discretion of the Council, and the maximum term of the Contract will not exceed eight (8) years.

The Contract allows the Council to open the opportunity to new providers to join the existing alliances under certain circumstances and, at least, when the total capacity of the zone alliances does not meet with demand.

This notice, therefore, relates to the procurement of Lots 9 and 10, the contracts for which will commence in June 2026.

Lot 9 covers the geographical zone of Liskeard, Looe, Rame and Peninsula which includes the following postcodes: PL10 1, PL11 2, PL11 3, PL13 1, PL13 2, PL14 3, PL14 4, PL14 5, PL14 6.

The Council intends to appoint Individual Providers to existing Alliances in each Geographical Zone they bid for (up to the applicable Geographical Zone Capacity Shortfall).

The Services being procured are social and specific services under the Regulations and are governed by the provisions of Section 7 of the Regulations (the "Light Touch Regime"). The Regulations provide the Council with the freedom to determine the procedures to apply in relation to the award of contracts under the Light Touch Regime. As such, the Council carried out a single stage process, akin to the Open Procedure in Regulation 27 of the Regulations to procure the Services.

This advert relates to the previously published Contract Notice 2024/S 000-006162, published on 24 May 2024 as Home Care Services.

Bidders must be registered on the ProContract portal <https://www.supplyingthesouthwest.org.uk> to access the tender documents. Registration on ProContract is free. All bids must be received electronically via the ProContract portal by the closing date stated in the Invitation to Tender.

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

Quality criterion - Name: Method Statement / Weighting: 65

Quality criterion - Name: Social Value / Weighting: 15

Quality criterion - Name: Price / Weighting: 20

Price - Weighting: 20

#### **II.2.6) Estimated value**

Value excluding VAT: £28,405,000

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

Duration in months

15

This contract is subject to renewal

Yes

Description of renewals

+3 years +2 years

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

An option for the Council (at its sole discretion) to extend the initial three (3) year term of the Contract by a further three (3) years. Following the exercise of the first option, an

option for the Council (at its sole discretion) to extend the term of the Contract by a further two (2) years. The maximum term of the Contract will not exceed eight (8) years.

### **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) Description**

### **II.2.1) Title**

Lot 10 Tamar Valley and Saltash

Lot No

10

### **II.2.2) Additional CPV code(s)**

- 85323000 - Community health services
- 98000000 - Other community, social and personal services

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

NUTS codes

- UKK3 - Cornwall and Isles of Scilly

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

The Council intends to appoint additional Individual Home Care providers into existing Alliances to mitigate the current capacity shortfall within Lot 10.

A capacity shortfall means the current Home Care providers within the existing alliance do not have sufficient capacity to meet demand in that geographical area.

This procurement is therefore being initiated only when and where extra capacity is needed, rather than to replace existing providers. The successful provider(s) will complement the current alliance by delivering care where demand exceeds the capacity of existing providers.

The current model sees the Services delivered through eleven (11) placed-based alliances. Each Alliance is formed of a number of service providers who collaborate to optimise the delivery of the Services within a specific Geographical Zone. Each Alliance is

led by a Strategic Provider who manages the performance of the Services, administers the Alliance, coordinates capacity optimisation activities and acts as the Operational Provider of Last Resort (see the Strategic Provider Specification for more details) alongside multiple Individual Providers who directly deliver Home Care services.

The principal aim of the Services is to ensure people have access to the right care, in the right place, at the right time, enabling them to stay well, safe and independent at home for longer. The Services primarily address the needs of older people and people with physical disabilities who require assistance with their personal care, daily living activities and accessing the community. They may also be used by people with learning disabilities, autism, mental health support needs, sensory loss and other conditions where this type of provision best meets their individual needs.

The Services include:

- Regulated 'personal care' tasks including but not limited to getting in and out of bed, washing and dressing, going to the toilet and taking medication;
- Non-regulated tasks including shopping, cleaning, going out into the community and other activities that enable the Person to meet their assessed social care needs, usually in exceptional circumstances;
- Night-time care, which may be used to meet a Person's needs in exceptional circumstances to prevent use of a residential care placement;
- Clustering of home care services in specific locations, for example in a sheltered housing scheme, to enhance the offer available to people living in these settings and to optimise the available capacity; and
- Alliance Providers working collaboratively in each Geographical Zone to optimise service delivery and support each other with market fragility including prevention and management of local provider failure.

The procurement was divided into eleven (11) Lots which are aligned to eleven (11) Geographical Zones.

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- An initial period of three (3) years commencing on 19 October 2024
- An option for the Council to extend the term by a further three (3) years
- Following the exercise of the first option, an option for the Council to extend the term by



a further two (2) years.

Any extension of the term is at the sole discretion of the Council, and the maximum term of the Contract will not exceed eight (8) years.

The Contract allows the Council to open the opportunity to new providers to join the existing alliances under certain circumstances and at least when the total capacity of the zone alliances does not meet with demand.

This notice, therefore, relates to the procurement of Lots 9 and 10 only, the contracts for which will commence in June 2026.

Lot 10 covers the geographical zone of Tamar Valley and Saltash which includes the following postcodes: PL12 4, PL12 5, PL12 6, PL17 7, PL17 8, PL18 9.

The Council intends to appoint Individual Providers to existing Alliances in each Geographical Zone they bid for (up to the applicable Geographical Zone Capacity Shortfall).

The Services being procured are social and specific services under the Regulations and are governed by the provisions of Section 7 of the Regulations (the “Light Touch Regime”). The Regulations provide the Council with the freedom to determine the procedures to apply in relation to the award of contracts under the Light Touch Regime. As such, the Council carried out a single stage process, akin to the Open Procedure in Regulation 27 of the Regulations to procure the Services.

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

Quality criterion - Name: Method Statement / Weighting: 65

Quality criterion - Name: Social Value / Weighting: 15

Quality criterion - Name: Price / Weighting: 20

Price - Weighting: 20

#### **II.2.6) Estimated value**

Value excluding VAT: £18,356,000

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

Duration in months

15

This contract is subject to renewal

Yes

Description of renewals

+3 years +2 years

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

An option for the Council (at its sole discretion) to extend the initial three (3) year term of the Contract by a further three (3) years. Following the exercise of the first option, an option for the Council (at its sole discretion) to extend the term of the Contract by a further two (2) years. The maximum term of the Contract will not exceed eight (8) years.

#### **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 III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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

Notice number: [2024/S 000-006162](#)

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

Date

23 February 2026

Local time

12:00pm

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

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 12 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

23 February 2026

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.3) Additional information**

- Any Contract entered into as a result of this contract notice shall be subject to English law

and the exclusive jurisdiction of the English Courts.

- The Council reserves the right not to enter into any Contract or award any contract as a result of this contract notice and to vary or change or not to proceed with this competition at any stage of the procurement process.

- The Council shall not be responsible for any costs incurred by any potential bidder responding to this contract notice.

- Please refer to the procurement documentation for important notices in respect of commercially sensitive information and the application of the Freedom of Information Act 2000.

- The Council reserves the right to require potential bidders to enter into a company guarantee and/or performance bond.

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

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

Cornwall Council

Truro

TR1 3AY

Country

United Kingdom