

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/005839-2025>

Contract

Extra Care Services 2024 - Framework

North Tyneside Council

F03: Contract award notice

Notice identifier: 2025/S 000-005839

Procurement identifier (OCID): ocds-h6vhtk-04980d

Published 19 February 2025, 1:36pm

Section I: Contracting authority

I.1) Name and addresses

North Tyneside Council

Quadrant, The Silverlink North, Cobalt Business Park

North Tyneside

NE27 0BY

Contact

Miss Susan Stonehouse

Email

susan.stonehouse@northtyneside.gov.uk

Telephone

+44 1916435660

Country

United Kingdom

Region code

UKC2 - Northumberland and Tyne and Wear

Internet address(es)

Main address

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

Buyer's address

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

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

Extra Care Services 2024 - Framework

Reference number

DN740930

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

A new framework arrangement to support people who live in an extra care scheme. This relates to the care and support services delivered in extra care schemes.

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: £35,000,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

II.2.4) Description of the procurement

Open procurement procedure to establish a new framework arrangement to support people who live in an extra care scheme. The Services relate to the care and support services delivered in extra care schemes.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Cost criterion - Name: Cost / Weighting: 0

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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 000-028290](#)

Section V. Award of contract

Contract No

DN740930

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 December 2024

V.2.2) Information about tenders

Number of tenders received: 17

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Care Quality Services Limited

Cera Care, LABS Hawley Lock, 1 Water Lane

London

NW1 8NZ

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

The contractor is an SME

No

V.2.3) Name and address of the contractor

Comfort Call Limited

Cardinal House, Abbeyfield Court, Abbeyfield Road

Nottingham

NG7 2SZ

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

The contractor is an SME

No

V.2.3) Name and address of the contractor

Dale Care Limited

Lumley House, Whitfield Court, St Johns Road, Meadowfield

County Durham

DH7 8XL

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

The contractor is an SME

No

V.2.3) Name and address of the contractor

Durham Tees Care

Office 124 Hypoint, Saltmeadows Road,

Gateshead

NE8 3AH

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Everyday Care

Bradbury Centre, 13 Saville Street West,

North Shields

NE29 9QP

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

John Jasper Care

Ouseburn Gateway, 163 City Road,

Newcastle

NE1 2BE

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Surecare Newcastle

The Grainger Suite, Dobson House, Regent Centre

Newcastle Upon Tyne

NE3 3PF

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £35,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

North Tyneside Council

Newcastle

Country

United Kingdom