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Contract

## **Support to Live at Home Service**

Medway Council

F03: Contract award notice

Notice identifier: 2024/S 000-006245

Procurement identifier (OCID): ocds-h6vhtk-040c2b

Published 27 February 2024, 11:57am

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

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

Medway Council

Medway Council, Gun Wharf, Dock Road

Chatham

ME4 4TR

#### **Contact**

Mr James Welch

#### **Email**

[james.welch@medway.gov.uk](mailto:james.welch@medway.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKJ41 - Medway

**Internet address(es)**

Main address

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

Buyer's address

<https://www.kentbusinessportal.org.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**

Support to Live at Home Service

Reference number

DN694260

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

- 85000000 - Health and social work services

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

Services

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

Medway Council invites tenders from suitably experienced Care Quality Commission (CQC) providers, for the provision of Support to Live at Home – Home Care and Extra Care Services. This is a multiple lot framework as detailed:

Lot 1 - Homecare

The homecare service will provide care and support to people in their own home and to those living in the five Medway Extra Care schemes. Medway currently provides homecare to approximately 1000 people delivering 9744 hours of care per week. (Reference period w/c 18th April 2022)

These services will be commissioned by Medway Council in order to meet the assessed needs and desired outcomes of Service Users. The ultimate aims of the services are to:

- Ensure that service users remain as independent as possible, and providers work in an enabling way that maximises and promotes the service users' independence.
- Ensure that providers work towards an integrated care system whereby all key stakeholders including but not restricted to service users, service user's families, providers, carers, health care professionals, health care workers, voluntary community services, healthy lifestyle services and social prescribing services work together to achieve the service users desired outcomes

- Ensure that Social Prescribing Methodology is trained and embedded into care practices to help prevent social isolation and to improve the overall health and wellbeing of the service users.

- Ensure that service users are enabled to maintain their independence with appropriate care in their own home.

The Homecare Services under this Framework Agreement will be available to adults over the age of eighteen [18] who meet the Council's eligibility criteria for services.

There are 3 sub-lots for Lot 1.

## Lot 2 – Extra Care

An Extra Care Scheme is a mixed-use scheme enabling older people with a range of care and support needs to live independently in their own homes. Service users will be fifty-five and over including those sensory needs, mental disorder including dementia, short- or long-term illnesses and those who require end of life care. It develops the concept of housing where older people can have their needs met through the security and privacy of a tenancy but within a socialising environment.

The ultimate aims of the services are to:

- Ensure that service users remain as independent as possible, and providers work in an enabling way that maximises and promotes the service user's independence and does not foster dependency.

- Ensure that providers work towards an integrated care system whereby all key stakeholders including but not restricted to service users, service users' families, providers, carers, health care professionals, health care workers, voluntary community services, healthy lifestyle services and social prescribing services work together to achieve the service users desired outcomes.

- Ensure that Social Prescribing Methodology is trained and embedded into care practices to help prevent social isolation and to improve the overall health and wellbeing of the service users.

- Ensure that service users are enabled to maintain their independence with appropriate care in their own home.

The Extra Care Services under this Framework Agreement will be available to adults over the age of fifty-five [55] who meet the Council's eligibility criteria for services.

There are 5 sub-lots for Lot 2.

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

This contract is divided into lots: Yes

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

Lowest offer: £1 / Highest offer: £50,000,000 taken into consideration

## **II.2) Description**

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

Homecare

Lot No

1

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

- 85000000 - Health and social work services

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

NUTS codes

- UKJ41 - Medway

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

The homecare service will provide care and support to people in their own home and to those living in the five Medway Extra Care schemes. Medway currently provides homecare to approximately 1000 people delivering 9744 hours of care per week. (Reference period w/c 18th April 2022)

These services will be commissioned by Medway Council in order to meet the assessed needs and desired outcomes of Service Users. The ultimate aims of the services are to:

- Ensure that service users remain as independent as possible, and providers work in an enabling way that maximises and promotes the service users' independence.
- Ensure that providers work towards an integrated care system whereby all key stakeholders including but not restricted to service users, service user's families, providers, carers, health care professionals, health care workers, voluntary community services, healthy lifestyle services and social prescribing services work together to achieve the service users desired outcomes

-Ensure that Social Prescribing Methodology is trained and embedded into care practices to help prevent social isolation and to improve the overall health and wellbeing of the service users.

-Ensure that service users are enabled to maintain their independence with appropriate care in their own home.

The Homecare Services under this Framework Agreement will be available to adults over the age of eighteen [18] who meet the Council's eligibility criteria for services.

The sub-lots for Lot 1 are:

Lot 1A - Locality 1 (ME7 & ME8)

Lot 1B - Locality 2 (ME4 & ME5)

Lot 1C - Locality 3 (ME1 & ME2 & ME3)

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

Quality criterion - Name: Quality / Weighting: 70%

Price - Weighting: 30%

#### **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

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

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

Extra Care

Lot No

2

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

- 85000000 - Health and social work services

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

NUTS codes

- UKJ41 - Medway

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

Lot 2 – Extra Care

An Extra Care Scheme is a mixed-use scheme enabling older people with a range of care and support needs to live independently in their own homes. Service users will be fifty-five and over including those sensory needs, mental disorder including dementia, short- or long-term illnesses and those who require end of life care. It develops the concept of housing where older people can have their needs met through the security and privacy of a tenancy but within a socialising environment.

The ultimate aims of the services are to:

- Ensure that service users remain as independent as possible, and providers work in an enabling way that maximises and promotes the service user's independence and does not foster dependency.

- Ensure that providers work towards an integrated care system whereby all key stakeholders including but not restricted to service users, service users' families, providers, carers, health care professionals, health care workers, voluntary community services, healthy lifestyle services and social prescribing services work together to achieve the service users desired outcomes.

- Ensure that Social Prescribing Methodology is trained and embedded into care practices to help prevent social isolation and to improve the overall health and wellbeing of the service users.

- Ensure that service users are enabled to maintain their independence with appropriate care in their own home.

The Extra Care Services under this Framework Agreement will be available to adults over the age of fifty-five [55] who meet the Council's eligibility criteria for services.

The sub-lots for Lot 2 are:

Lot 2A -Atlas Place – St. Mary's Island, Medway, ME4 3AN is a 37-unit scheme with an additional 25 shared ownership apartments on St Mary's Island.

Lot 2B – Bellerophon House Doust Way, Rochester, Kent, ME1 1FG is a 41-unit scheme at Rochester Riverside

Lot 2C - Montgomery Court - Choir Cl, Wainscott, Rochester ME3 8FP is a 62-unit scheme in Wainscott.

Lot 2D - Prospect Place – 1 Blake Avenue, Gillingham, Kent, ME7 1FX is a 60-unit scheme at Gillingham Pier

Lot 2E - Rogallo Place – Pilot View, Medway, ME4 6FE is a 38-unit scheme with an additional 25 shared ownership apartments in Horsted, Rochester

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

Quality criterion - Name: Quality / Weighting: 70%

Price - Weighting: 30%

#### **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**

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: [2023/S 000-030399](#)

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

### **Lot No**

1A

A contract/lot is awarded: Yes

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

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

1 February 2024

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

Number of tenders received: 124

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

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

Agincare UK Ltd

Portland

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

NV Care Ltd

Maidstone

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

London Care Limited

Nottingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Independent Care & Support Ltd

Rochester

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

JC Michael Groups Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Boldglen Ltd

Sittingbourne

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Angels Care Solutions Limited

Barking

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £45,000,000 taken into consideration

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

### **Lot No**

1B

A contract/lot is awarded: Yes

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

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

1 February 2024

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

Number of tenders received: 124

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

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

Agincare UK Ltd

Portland

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

NV Care Ltd

Maidstone

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Tiger Lily Care Ltd

Rochester

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

London Care Limited

Nottingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

JC Michael Groups Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Boldglen Ltd

Sittingbourne

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Care Outlook Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £1 / Highest offer: £45,000,000 taken into consideration

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

#### **Lot No**

1C

A contract/lot is awarded: Yes

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

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

1 February 2024

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

Number of tenders received: 124

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

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

Care Outlook Ltd

London

Country

United Kingdom

NUTS code



- UK - United Kingdom

The contractor is an SME

No

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

Tiger Lily Care Ltd

Rochester

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Independent Care & Support Ltd

Rochester

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Gravity Care Services Ltd

Swanley

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Scott Care Ltd

Rochester

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Rapid Care Ltd

Gillingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Everycare (Medway & Swale) Ltd

Rochester

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £45,000,000 taken into consideration

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

### **Lot No**

2A

A contract/lot is awarded: Yes

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

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

1 February 2024

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

Number of tenders received: 124

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

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

London Care Ltd

Nottingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £1 / Highest offer: £5,000,000 taken into consideration

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

### **Lot No**

2B

A contract/lot is awarded: Yes

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

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

1 February 2024

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

Number of tenders received: 124

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

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

NV Care Ltd

Maidstone

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £1 / Highest offer: £5,000,000 taken into consideration

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

### **Lot No**

2C

A contract/lot is awarded: Yes

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

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

1 February 2024

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

Number of tenders received: 124

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

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

London Care Ltd

Nottingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £1 / Highest offer: £5,000,000 taken into consideration

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

### **Lot No**

2D

A contract/lot is awarded: Yes

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

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

1 February 2024

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

Number of tenders received: 124

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

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

London Care Ltd

Nottingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £1 / Highest offer: £5,000,000 taken into consideration

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

### **Lot No**

2E

A contract/lot is awarded: Yes

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

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

1 February 2024

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

Number of tenders received: 124

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

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

London Care Ltd

Nottingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £1 / Highest offer: £5,000,000 taken into consideration



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## **Section VI. Complementary information**

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

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

Medway Council

Chatham

Country

United Kingdom