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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

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

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 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 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

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](#)

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

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

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

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

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

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

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Medway Council

Chatham

Country

United Kingdom