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Tender

Residential and Nursing Care Services

London Borough of Richmond upon Thames

F02: Contract notice

Notice identifier: 2025/S 000-006290

Procurement identifier (OCID): ocds-h6vhtk-04c8a5

Published 20 February 2025, 2:53pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Richmond upon Thames

44 York Street, Twickenham, Civic Centre

Richmond

TW1 3BZ

Contact

Procurement Team

Email

procurement@richmondandwandsworth.gov.uk

Telephone

+44 2088716000

Country

United Kingdom

Region code

UKI75 - Hounslow and Richmond upon Thames

Internet address(es)

Main address

www.richmond.gov.uk

Buyer's address

www.richmond.gov.uk

I.3) Communication

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

<https://lb-wandsworth.my.salesforce-sites.com/?searchtype=Projects>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://lb-wandsworth.my.salesforce-sites.com/?searchtype=Projects>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://lb-wandsworth.my.salesforce-sites.com/?searchtype=Projects>

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

Residential and Nursing Care Services

Reference number

CPT3421

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Richmond Council are looking to establish a strategic partnership with an industry leading Residential and Nursing Care Provider for Older Peoples care.

II.1.5) Estimated total value

Value excluding VAT: £97,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85144100 - Residential nursing care services

II.2.3) Place of performance

NUTS codes

- UKI75 - Hounslow and Richmond upon Thames

Main site or place of performance

Greville House Care Home - Greville Road, Richmond TW10 6HR

Whitefarm Lodge Care Home - Vicarage Road, Whitton, Twickenham TW2 7BY

Laurel Dene Care Home - 117 Hampton Road, Hampton Hill, Hampton TW12 1JQ

II.2.4) Description of the procurement

Richmond Council are looking to establish a strategic partnership with an industry leading Residential and Nursing Care Provider for Older Peoples care. At the point of service transfer to the Service Provider, the Service Provider will be responsible for providing 218 beds (175 council commissioned care beds and 43 available for private marketing) across 3 Older People Residential and Nursing Care Homes within the borough.

The Service Provider shall continue to make available accommodation, care and support for all existing long-term Residents according to their existing Personal Care Plans. This contract will also require the facilities management of the buildings.

The proposed partnership is to be an ethos, and a way of working based on relationships. It is to be collaborative, putting our residents at the heart of everything we do, learning from each other to improve the quality of care and facilitate access to local community services. We want the partnership to take forward innovation and change, test and adopt new ways of working, and ensure we make full use of all assets available in our local area to deliver high quality care and support and to promote positive outcomes for Richmond residents.

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

Start date

1 July 2026

End date

1 July 2036

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3

Objective criteria for choosing the limited number of candidates:

As detailed within the ISIT

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

up to 7 years Extension option

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 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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

IV.1.6) Information about electronic auction

An electronic auction will be used

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 000-040568](#)

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

Date

16 April 2025

Local time

11:59am

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

20 February 2025

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: 6 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Royal Court of Justice

The Royal Courts of Justice (Stop M)

London

WC2R 1DH

Email

rcj.dco@justice.gov.uk

Country

United Kingdom

Internet address

<https://www.find-court-tribunal.service.gov.uk/courts/royal-courts-of-justice>

VI.4.2) Body responsible for mediation procedures

Cabinet Office

70 Whitehall

London

SW1 2AS

Email

prouement@richmondandwandsworth.gov.uk

Country

United Kingdom

Internet address

www.wandsworth.gov.uk