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Contract

Care at Home Services Flexible Framework Agreement

East Renfrewshire Council

F03: Contract award notice

Notice identifier: 2026/S 000-007486

Procurement identifier (OCID): ocds-h6vhtk-05cd8c

Published 28 January 2026, 11:04am

Section I: Contracting authority

I.1) Name and addresses

East Renfrewshire Council

Eastwood HQ, Eastwood Park,

Giffnock

G46 6UG

Contact

Louise McNaught, Procurement Category Manager

Email

louise.mcnaught@eastrenfrewshire.gov.uk

Telephone

+44 1415778590

Country

United Kingdom

NUTS code

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00183

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

Care at Home Services Flexible Framework Agreement

Reference number

ERC000638

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

East Renfrewshire Council on behalf of the Health & Social Care Partnership has now awarded to suitably qualified providers for the Provision of Care at Home Services. Contract award will be offered as a Flexible Framework Agreement in accordance with Regulations 74-76 of the Public Contracts (Scotland) Regulations 2015.

The Flexible Framework allows for new entrants to be admitted, as Providers, after it has been

established.

There will be no guarantee given with regard to the Council's overall uptake with any provider or to the frequency of re-opening of the flexible framework.

Call off contracts under the Flexible Framework Agreement will be placed by:

Geographical Landscape – identification of providers who have advised they can supply in the areas of need known as 'Worlds'

World 1 – Barrhead

World 2 – Neilston & Uplawmoor

World 3 – Thornliebank, Netherlee & Giffnock

World 4 – Clarkston, Busby & Eaglesham

World 5 – Newton Mearns

The estimated annual budget for this contract is approximately GBP 8,700,000 (excluding VAT), however this is not guaranteed.

The contract is for an initial period of 7 years plus optional 2 years extension followed by a final optional 1-year extension. The maximum contract term will be 10 years if all extensions are offered by the Council. It should be noted that extensions are available at the discretion of the Council and are not guaranteed.

The estimated value shown below is reflective of the full 10 years being offered. This is not guaranteed. Successful providers appointed to the Framework will be required to deliver Community Benefits and adhere to all requirements as outlined in the tendering documents.

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: £8,700,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

East Renfrewshire

II.2.4) Description of the procurement

East Renfrewshire Council on behalf of the Health & Social Care Partnership has now awarded to suitably qualified providers for the Provision of Care at Home Services.

Tenderers responding to this opportunity must note that information contained within the Tender Information Pack and as provided within PCS-Tender is a condition of contract. If at a later point any successful provider advises they cannot comply the Council reserves the right to remove them from the contract.

Contract award will be offered under a Flexible Framework Agreement. There will be no guarantee given with regard to the Council's overall uptake with any provider or the frequency of re-opening. This will be at the discretion of the Council.

The estimated annual budget for this contract is approximately GBP 8,700,000 (excluding VAT), however this is not guaranteed. This is an indicative figure only and no guarantee is given with regard to the Council's overall uptake of any resulting contract.

Successful providers will be expected to embrace the Council's Community Benefits ethos and will work with East Renfrewshire Council to deliver Community Benefits where they have been identified throughout the term of the contract.

Providers will be required to adhere to all regulatory standards and qualifications as outlined within the terms of contract and PCS-Tender and hold Care Inspectorate grade of 4 or above.

If not paying already all providers will be required to pay the Real Living Wage no later than the 2nd anniversary of the contract start date.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-065706](#)

Section V. Award of contract

Contract No

ERC000638

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 January 2026

V.2.2) Information about tenders

Number of tenders received: 29

Number of tenders received from SMEs: 23

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 29

Number of tenders received by electronic means: 29

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

V.2.3) Name and address of the contractor

Cairllum Care LTD

Highfield Business Centre, St. Quivox

Ayr

KA6 5HQ

Telephone

+44 7879437643

Country

United Kingdom

NUTS code

- UKM94 - South Ayrshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Call-In Homecare

Call-In Homecare, 2 Anderson Place, Sugar Bond

Edinburgh

EH6 5NP

Telephone

+44 7706734484

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Capability Scotland

1 Osborne Terrace, Osborne House

Edinburgh

EH12 5HG

Telephone

+44 1313471003

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Care1 Professional Services LTD

Pavillion 3 Candymill Lane, Bothwell Bridge Business Park

Hamilton

ML3 0FD

Telephone

+44 1708606120

Country

United Kingdom

NUTS code

- UKM95 - South Lanarkshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Careline Home Support

7 Nithsdale Road, Strathbungo

Glasgow

G41 2AL

Telephone

+44 1414234689

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Caring Grace Ltd

Unit 13 Ladyburn Business Centre, 20 Pottery St

Greenock

PA15 2UH

Telephone

+44 1413700628

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Cera Care Operations (Scotland) Ltd

Lime Tree House, North Castle Street

Alloa

FK10 1EX

Telephone

+44 7851255505

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Independent Lifestyle limited trading as Compcare

21 Roman Road

Glasgow

G61 2SR

Telephone

+44 7508723325

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Constance Care Limited

14 City Quay, Camperdown Street

Dundee

DD1 3JA

Telephone

+44 2071860516

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

No

V.2.3) Name and address of the contractor

Delight Supported Living Ltd

11 Dalrymple Court, Industry Street

Kirkintilloch

G66 3AA

Telephone

+44 1417766598

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Diamond Hearts Home Care Ltd

36, Portland Road

Paisley

PA2 7GH

Telephone

+44 1413217657

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Hillview Healthcare Limited

80 Clerk Street

Loanhead

EH20 9RG

Telephone

+44 7548342811

Country

United Kingdom

NUTS code

- UKM75 - Edinburgh, City of

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

HRM HOMECARE SERVICES LTD.

75, London Road

Kilmarnock

KA3 7BP

Telephone

+44 1563570981

Fax

+44 1563570982

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Ion Care and Support Services Ltd

Axwell House

Broxburn

EH52 5AU

Telephone

+44 7841397223

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Lillies Care Ltd

Unit A1 Whitecrook Business Centre, 78 Whitecrook Street

Clydebank

G81 1QF

Telephone

+44 7470466509

Country

United Kingdom

NUTS code

- UKM81 - East Dunbartonshire, West Dunbartonshire and Helensburgh & Lomond

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Peoples Care Solutions Ltd

Legal House, 101 Gorbals Street

Glasgow

G5 9DW

Telephone

+44 1414237775

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Shona Care Ltd

Suite 9 - Westbourne Business Centre, Kelburn Street, Barrhead

Glasgow

G78 1LR

Telephone

+44 7724309452

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

SRS Care Solutions (Central) Ltd

HAFC Stadium , First floor suites North Stand, Cadzow Avenue

Hamilton, Scotland

ML3 0FT

Telephone

+44 7837979399

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Tailor Maid Home Care Ltd.

Radleigh House 1 Golf Road, Clarkston

Glasgow

G76 7HU

Telephone

+44 1416386622

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

The Beeches Home Care Agency Limited

4a Burnfield House, 4 Burnfield Avenue

Glasgow

G46 7TL

Telephone

+44 1416389216

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

The British Red Cross Society

44 Moorfields, London

London

EC2Y 9AL

Telephone

+44 000000

Fax

+44 000000

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Care No1 Ltd T/A The No1 Care Agency

8th Floor West, 51 Cadogan Street, 1 Cadogan Square

Glasgow

G2 7HF

Telephone

+44 7780637818

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

The Richmond Fellowship Scotland Limited

3 Buchanan Gate, Cumbernauld Road

Stepps

G33 6FB

Telephone

+44 1417796300

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

No

V.2.3) Name and address of the contractor

Trust Housing Association Limited

12 New Mart Road

Edinburgh

EH14 1RL

Telephone

+44 7817241453

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Your Care at Home Limited

Lancefield Care Home, Rankine Street

Johnstone

PA5 8BG

Telephone

+44 7861431708

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Roberts Care

5 King St

Paisley

PA1 2PP

Telephone

+44 1418485993

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

The contractor is an SME

Yes

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

Total value of the contract/lot: £8,700,000

Section VI. Complementary information

VI.3) Additional information

Successful Providers will be awarded business via direct award.

Successful Providers are required to provide a covering letter from their Insurance Broker confirming insurance levels detailed in the Tender Information Pack OR must commit to obtain these insurances by contract commencement.

Successful Providers must provide copies of all related certificates.

Care Inspectorate - Grade 4 or above required.

Community Benefits will form part of this contract.

Successful Providers must commit to ensuring that all staff involved in the delivery of services to individuals will comply with all SSSC registration requirements, as required.

Successful Providers must confirm all staff involved in delivery of services and working with Individuals will undergo and pass a full PVG Disclosure checks.

Successful Providers must meet the requirements of the Health and Care (Staffing) (Scotland) Act 2019 and they will have in place all Policies listed in the Agreement.

The Council reserves the right at its own discretion to seek such other information from the Successful Providers in accordance with Regulation 61(7) or Regulation 61(8) of the Public Contracts (Scotland) Regulations 2015 to prove the Successful Providers economic and financial standing.

Compliance with security provisions are required as outlined within PCS-Tender.

Maximum hourly rate chargeable is GBP26.00 for 2025 – 2026. No commercial submission has been accepted higher than GBP26.00 per hour rate.

(SC Ref:821760)

VI.4) Procedures for review

VI.4.1) Review body

Paisley Sheriff Court and Justice of the Peace Court

Paisley

PA3 2HW

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

East Renfrewshire Council

Eastwood HQ, Eastwood Park

Glasgow

G46 6UG

Country

United Kingdom