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Award

HAC6118 Home Care Services (Domiciliary Care)

London Borough of Tower Hamlets

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-009158

Procurement identifier (OCID): ocds-h6vhtk-04ec94 ([view related notices](#))

Published 13 March 2025, 11:07am

Scope

Reference

HAC6118

Description

London Borough of Tower Hamlets is entering into interim contracts for the continued provision of Home Care services (also known as Domiciliary Care) for the reasons as set out in this Notice. The Council is seeking to ensure that people who live in Tower Hamlets and who have care and support needs receive high quality home care that promotes their wellbeing, values them as individuals and supports the outcomes that are important to them in their lives, maximise independence and connect them with their community.

The Council is undertaking a detailed internal review of the service delivery requirements to form the procurement strategy for the re-procurement for the delivery of these services in the Borough. Whilst that review is undertaken, the Council is putting in place interim contracts for the award of the services in order to ensure the continued and consistent delivery of these critical services to vulnerable residents. A re-procurement exercise will be commenced following the conclusion of the Council's internal review, as further detailed in Section IV of this Notice.

The interim contracts are being put in place for an initial duration of twelve (12) months, with an option to extend by up to an additional twelve (12) months whilst the internal review and re-procurement exercise is undertaken.

Contract 1. HAC6118 Home Care Services (Domiciliary Care) - Lot A

Supplier

- [MIHOME CARE LIMITED](#)

Contract value

- £12,840,232 excluding VAT
- £15,408,279 including VAT

Above the relevant threshold

Earliest date the contract will be signed

31 March 2025

Contract dates (estimated)

- 1 April 2025 to 31 March 2026
- Possible extension to 31 March 2027

- 2 years

Description of possible extension:

Possible extension of 12 months at the option of the Council based on performance and need

Main procurement category

Services

CPV classifications

- 85312000 - Social work services without accommodation

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Contract 2. HAC6118 Home Care Services (Domiciliary Care) - Lot

B.1

Supplier

- [DIVERSITY HEALTH & SOCIAL CARE LIMITED](#)

Contract value

- £6,420,116 excluding VAT
- £7,704,139 including VAT

Above the relevant threshold

Earliest date the contract will be signed

31 March 2025

Contract dates (estimated)

- 1 April 2025 to 31 March 2026
- Possible extension to 31 March 2027
- 2 years

Description of possible extension:

Possible extension of 12 months at the option of the Council based on performance and need

Main procurement category

Services

CPV classifications

- 85312000 - Social work services without accommodation

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Contract 3. HAC6118 Home Care Services (Domiciliary Care) - Lot B.2

Supplier

- [APASEN](#)

Contract value

- £6,420,116 excluding VAT

- £7,704,139 including VAT

Above the relevant threshold

Earliest date the contract will be signed

31 March 2025

Contract dates (estimated)

- 1 April 2025 to 31 March 2026
- Possible extension to 31 March 2027
- 2 years

Description of possible extension:

Possible extension of 12 months at the option of the Council based on performance and need

Main procurement category

Services

CPV classifications

- 85312000 - Social work services without accommodation

Contract locations

- UKC - North East (England)

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- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Contract 4. HAC6118 Home Care Services (Domiciliary Care) - Lot C.1

Supplier

- [APASEN](#)

Contract value

- £6,420,116 excluding VAT
- £7,704,139 including VAT

Above the relevant threshold

Earliest date the contract will be signed

31 March 2025

Contract dates (estimated)

- 1 April 2025 to 31 March 2026
- Possible extension to 31 March 2027
- 2 years

Description of possible extension:

Possible extension of 12 months at the option of the Council based on performance and need

Main procurement category

Services

CPV classifications

- 85312000 - Social work services without accommodation

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)

- UKK - South West (England)

Contract 5. HAC6118 Home Care Services (Domiciliary Care) - Lot C.2

Supplier

- [EXELCARE \(HOME CARE DIVISION\) LIMITED](#)

Contract value

- £6,420,116 excluding VAT
- £7,704,139 including VAT

Above the relevant threshold

Earliest date the contract will be signed

31 March 2025

Contract dates (estimated)

- 1 April 2025 to 31 March 2026
- Possible extension to 31 March 2027
- 2 years

Description of possible extension:

Possible extension of 12 months at the option of the Council based on performance and need

Main procurement category

Services

CPV classifications

- 85312000 - Social work services without accommodation

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Contract 6. HAC6118 Home Care Services (Domiciliary Care) - Lot D.1

Supplier

- [CARE SOLUTION BUREAU CIC](#)

Contract value

- £6,420,116 excluding VAT
- £7,704,139 including VAT

Above the relevant threshold

Earliest date the contract will be signed

31 March 2025

Contract dates (estimated)

- 1 April 2025 to 31 March 2026
- Possible extension to 31 March 2027
- 2 years

Description of possible extension:

Possible extension of 12 months at the option of the Council based on performance and need

Main procurement category

Services

CPV classifications

- 85312000 - Social work services without accommodation

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Contract 7. HAC6118 Home Care Services (Domiciliary Care) - Lot D.2

Supplier

- [EXCELCARE \(HOME CARE DIVISION\) LIMITED](#)

Contract value

- £6,420,116 excluding VAT
- £7,704,139 including VAT

Above the relevant threshold

Earliest date the contract will be signed

31 March 2025

Contract dates (estimated)

- 1 April 2025 to 31 March 2026
- Possible extension to 31 March 2027
- 2 years

Description of possible extension:

Possible extension of 12 months at the option of the Council based on performance and need

Main procurement category

Services

CPV classifications

- 85312000 - Social work services without accommodation

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London

- UKJ - South East (England)
- UKK - South West (England)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Light touch

Direct award justification

Extreme and unavoidable urgency

The award of the contracts is permitted in accordance with section 41 and paragraph 13 of Schedule 5 to the Procurement Act 2023 on the basis of extreme and unavoidable urgency.

Of particular note:

- 1) The Council is under a statutory duty to ensure the ongoing delivery of the Home Care Services (the "Services"). The existing contractual arrangements are due to expire on 31 March 2025, at which point the Council will no longer have service providers appointed for the delivery of the Services.
- 2) On 19 July 2023 the Council commenced a procurement exercise for the re-procurement of the Services (the "Procurement Exercise"). The Council's intention was to ensure a seamless continuation of the Services at the expiry of the existing contractual arrangements (the "Existing Contracts") for the benefit of vulnerable residents.
- 3) Following the evaluation of tenders received in that procurement exercise, the Council received correspondence from a number of bidders seeking to challenge the outcome of the Procurement Exercise. In view of the alleged breaches of the Public Contracts Regulations 2015, the Council considered the risks in proceeding with the contract award, together with the risks of not securing best value or contracts with a satisfactory level of quality, and the risks and costs associated with any potential litigation. The Council concluded that as a result of these issues there was a change in the economic and factual circumstances surrounding the procurement, and it was considered to be in the public interest to abandon the Procurement Exercise.
- 4) The Council could not have foreseen the issues identified in the Procurement Exercise that have led to the requirement to abandon the Procurement Exercise and seek an interim provision of the Services.
- 5) The Council communicated the decision to abandon the Procurement Exercise to all bidders on 6 November 2024.
- 6) As a result of the unforeseen circumstances noted above, prior to re-procuring the Services pursuant to a regulated procurement exercise the Council has identified a need to undertake a full and detailed review of the delivery strategy for the Services in light of new legislation and new technical solutions. The Council is making preparations for this detailed review to be commenced and anticipates that this process will last for approximately nine (9) months, at which point it will commence preparations for the re-procurement of the Services.

On that basis, coupled with the urgent nature of the Services themselves (being homecare services to vulnerable adults which the Council is required to provide pursuant to its statutory duty), the Council is now seeking to award seven interim contracts to the service providers under the Existing Contracts in order to ensure the continued delivery of these critical services to vulnerable residents (the "Interim Contracts"). The Interim Contracts will be for a finite period, limited to a duration insofar as is strictly necessary in order to allow the Council to undertake a detailed review of the Services and the delivery strategy, and to conduct a fully regulated procurement exercise for the re-procurement of the Services. The Interim Contracts will have a maximum duration of up to two (2) years

to allow for a detailed service review (approximately nine (9) months), procurement preparation following the conclusion of that service review (approximately three (3) months), conducting a re-procurement exercise (approximately nine (9) months), and a period of mobilisation following the conclusion of the re-procurement exercise (approximately three (3) months). The Interim Contracts will be awarded on the basis of an initial period of twelve (12) months, with an option to extend by up to a further twelve (12) months whilst the re-procurement exercise is undertaken.

Given the circumstances set out above, along with the Council's key requirement to ensure consistency of service and minimal disruption to vulnerable residents, the Council is unable to re-procure the Services (including the de-mobilisation of the Existing Contracts and mobilisation of new provision to ensure a seamless continuation of the Services) on the basis of a competitive tendering procedure before the expiry of the Existing Contracts.

Suppliers

APASEN

- Companies House: 04688707
- Public Procurement Organisation Number: PPRY-4112-GVJL

Carmine Wharf

London

E14 7FF

United Kingdom

Email: tenders@apasen.org.uk

Website: <http://www.apasen.org.uk>

Region: UKI42 - Tower Hamlets

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 3. HAC6118 Home Care Services (Domiciliary Care) - Lot B.2

Contract 4. HAC6118 Home Care Services (Domiciliary Care) - Lot C.1

CARE SOLUTION BUREAU CIC

- Companies House: 06506168

76 Brokesley Street

London

E3 4QJ

United Kingdom

Email: admin@caresolutionbureau.co.uk

Region: UKI42 - Tower Hamlets

Contract 6. HAC6118 Home Care Services (Domiciliary Care) - Lot D.1

DIVERSITY HEALTH &SOCIAL CARE LIMITED

- Companies House: 08238468
- Public Procurement Organisation Number: PGTT-6833-BVLZ

24 Thetford Road Thetford Road

Dagenham

RM9 6AP

United Kingdom

Email: paschal@diversityhealthandsocialcare.co.uk

Region: UKI52 - Barking & Dagenham and Havering

Contract 2. HAC6118 Home Care Services (Domiciliary Care) - Lot B.1

EXCELCARE (HOME CARE DIVISION) LIMITED

- Companies House: 03883402
- NHS Organisation Data Service: ARD8

Kalamu House

London

EC1R 5HL

United Kingdom

Email: tenders@excelcareholdings.com

Website: <http://www.excelcareholdings.com>

Region: UKI43 - Haringey and Islington

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 5. HAC6118 Home Care Services (Domiciliary Care) - Lot C.2

Contract 7. HAC6118 Home Care Services (Domiciliary Care) - Lot D.2

MIHOME CARE LIMITED

- Companies House: 03203080
- Public Procurement Organisation Number: PDLT-9778-DYYX

Cardinal House

Nottingham

NG7 2SZ

United Kingdom

Email: tenderalerts@mihomecare.com

Website: <https://mihomecare.com>

Region: UKF14 - Nottingham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. HAC6118 Home Care Services (Domiciliary Care) - Lot A

Contracting authority

London Borough of Tower Hamlets

- Public Procurement Organisation Number: PQBL-2673-MVYG

New Town Hall, 160 Whitechapel Road London

London

E1 1BJ

United Kingdom

Email: Procurement@towerhamlets.gov.uk

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government