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Award

HAC6118 Home Care Services (Domiciliary Care)

London Borough of Tower Hamlets

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-009237

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

Published 13 March 2025, 2:20pm

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

Award decision date

10 March 2025

Standstill period

- End: 25 March 2025
- 8 working days

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

Award decision date

10 March 2025

Standstill period

- End: 25 March 2025
- 8 working days

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- UKH - East of England
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- 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

Award decision date

10 March 2025

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- End: 25 March 2025
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- 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

Award decision date

10 March 2025

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

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

Supplier

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

Contract value

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

Above the relevant threshold

Award decision date

10 March 2025

Standstill period

- End: 25 March 2025
- 8 working days

Earliest date the contract will be signed

31 March 2025

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- 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

Award decision date

10 March 2025

Standstill period

- End: 25 March 2025
- 8 working days

Earliest date the contract will be signed

31 March 2025

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- 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

Award decision date

10 March 2025

Standstill period

- End: 25 March 2025
- 8 working days

Earliest date the contract will be signed

31 March 2025

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

Procedure

Procedure type

Direct award

Special regime

Light touch

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

Supported employment provider: No

Public service mutual: 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

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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

Supported employment provider: No

Public service mutual: 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

Supported employment provider: No

Public service mutual: 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