

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/011652-2024>

Tender

## **Home Support Principal Provider - Areas of West and North Norfolk**

Norfolk County Council

F02: Contract notice

Notice identifier: 2024/S 000-011652

Procurement identifier (OCID): ocds-h6vhtk-04511b

Published 10 April 2024, 2:35pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 1DH

#### **Contact**

Annie Southgate

#### **Email**

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH15 - Norwich and East Norfolk

**Internet address(es)**

Main address

[www.norfolk.gov.uk](http://www.norfolk.gov.uk)

Buyer's address

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

**I.3) Communication**

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

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

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

**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

Home Support Principal Provider - Areas of West and North Norfolk

Reference number

NCCT42879

#### II.1.2) Main CPV code

- 85000000 - Health and social work services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

The Council wishes to appoint one Principal provider to deliver home support services in each Primary Care Network (PCN) within Norfolk. The intention is that the Principal Providers will deliver 70% of the hours and the remaining 30% will be delivered by a small number of PCN framework providers, whose appointment is subject to a separate procurement. This procurement is split into 7 lots, which covers PCNs in West and North of Norfolk: For the West area the lots are: 1. Coastal 2. Kings Lynn 3. Fens and Brecks 4. Swaffham and Downham For the North area the lots are: 5. NN16. NN27. NN3 Please note that our intention overall is to limit a provider to having a maximum of 50% of the PCNs in an area. Bidders may apply for all lots in each area, but will be awarded no more than 2 for each area. If you have been successful in previous procurements, the number of lots you hold for an area will be taken into consideration.

#### II.1.5) Estimated total value

Value excluding VAT: £100,000,000

#### II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

### II.2) Description

## **II.2.1) Title**

1. Coastal

Lot No

1

## **II.2.2) Additional CPV code(s)**

- 85300000 - Social work and related services

## **II.2.3) Place of performance**

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

West Norfolk

## **II.2.4) Description of the procurement**

Norfolk County Council wishes to appoint one Principal provider to deliver home support services in the West area. This is for Lot 1. Coastal Please note that our intention overall is to limit a provider to having a maximum of 50% of the PCNs in an area. Bidders may apply for all lots in each area, but will be awarded no more than 2 for each area. If you have been successful in previous procurements, the number of lots you hold for an area will be taken into consideration.

## **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 85

Cost criterion - Name: Price / Weighting: 15

## **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

120

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **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.2.14) Additional information**

Each area will have a different start date. 2 December 2024 for the North (NN1, NN2 and NN3) and 27 January 2025 for the West (Coastal, Kings Lynn, Fens & Brecks and Swaffham & Downham)

## **II.2) Description**

### **II.2.1) Title**

2. Kings Lynn

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 85300000 - Social work and related services

### **II.2.3) Place of performance**

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

Kings Lynn

### **II.2.4) Description of the procurement**

Norfolk County Council wishes to appoint one Principal provider to deliver home support

services in the West area. This is for Lot 2. Kings Lynn Please note that our intention overall is to limit a provider to having a maximum of 50% of the PCNs in an area. Bidders may apply for all lots in each area, but will be awarded no more than 2 for each area. If you have been successful in previous procurements, the number of lots you hold for an area will be taken into consideration.

### **II.2.5) Award criteria**

Quality criterion - Name: quality / Weighting: 85

Cost criterion - Name: Price / Weighting: 15

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

120

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **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.2.14) Additional information**

Each area will have a different start date. 2 December 2024 for the North (NN1, NN2 and NN3) and 27 January 2025 for the West (Coastal, Kings Lynn, Fens & Brecks and Swaffham & Downham)

## **II.2) Description**

### **II.2.1) Title**

### 3. Fens and Brecks

Lot No

3

#### **II.2.2) Additional CPV code(s)**

- 85300000 - Social work and related services

#### **II.2.3) Place of performance**

NUTS codes

- UKH16 - North and West Norfolk

#### **II.2.4) Description of the procurement**

Norfolk County Council wishes to appoint one Principal provider to deliver home support services in the West area. This is for Lot 3. Fens and Brecks Please note that our intention overall is to limit a provider to having a maximum of 50% of the PCNs in an area. Bidders may apply for all lots in each area, but will be awarded no more than 2 for each area. If you have been successful in previous procurements, the number of lots you hold for an area will be taken into consideration.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 85

Cost criterion - Name: Price / Weighting: 15

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

120

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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.2.14) Additional information**

Each area will have a different start date. 2 December 2024 for the North (NN1, NN2 and NN3) and 27 January 2025 for the West (Coastal, Kings Lynn, Fens & Brecks and Swaffham & Downham)

## **II.2) Description**

### **II.2.1) Title**

4. Swaffham and Downham

Lot No

4

### **II.2.2) Additional CPV code(s)**

- 85300000 - Social work and related services

### **II.2.3) Place of performance**

NUTS codes

- UKH16 - North and West Norfolk

### **II.2.4) Description of the procurement**

Norfolk County Council wishes to appoint one Principal provider to deliver home support services in the West area. This is for 4. Swaffham and Downham Please note that our intention overall is to limit a provider to having a maximum of 50% of the PCNs in an area. Bidders may apply for all lots in each area, but will be awarded no more than 2 for each area. If you have been successful in previous procurements, the number of lots you hold for an area will be taken into consideration.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 85

Price - Weighting: 15

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

120

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **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.2.14) Additional information**

Each area will have a different start date. 2 December 2024 for the North (NN1, NN2 and NN3) and 27 January 2025 for the West (Coastal, Kings Lynn, Fens & Brecks and Swaffham & Downham)

## **II.2) Description**

### **II.2.1) Title**

5. North Norfolk 1

Lot No

5

### **II.2.2) Additional CPV code(s)**

- 85300000 - Social work and related services

### **II.2.3) Place of performance**

NUTS codes

- UKH16 - North and West Norfolk

#### **II.2.4) Description of the procurement**

Norfolk County Council wishes to appoint one Principal provider to deliver home support services in the North area. This is for Lot5.North Norfolk 1Please note that our intention overall is to limit a provider to having a maximum of 50% of the PCNs in an area. Bidders may apply for all lots in each area, but will be awarded no more than 2 for each area. If you have been successful in previous procurements, the number of lots you hold for an area will be taken into consideration.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 85

Price - Weighting: 15

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

120

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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.2.14) Additional information**

Each area will have a different start date. 2 December 2024 for the North (NN1, NN2 and

NN3) and 27 January 2025 for the West (Coastal, Kings Lynn, Fens & Brecks and Swaffham & Downham)

## **II.2) Description**

### **II.2.1) Title**

6. North Norfolk 2

Lot No

6

### **II.2.2) Additional CPV code(s)**

- 85310000 - Social work services

### **II.2.3) Place of performance**

NUTS codes

- UKH16 - North and West Norfolk

### **II.2.4) Description of the procurement**

Norfolk County Council wishes to appoint one Principal provider to deliver home support services in the North area. This is for Lot 6. North Norfolk 2 Please note that our intention overall is to limit a provider to having a maximum of 50% of the PCNs in an area. Bidders may apply for all lots in each area, but will be awarded no more than 2 for each area. If you have been successful in previous procurements, the number of lots you hold for an area will be taken into consideration.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 85

Price - Weighting: 15

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

120

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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.2.14) Additional information**

Each area will have a different start date. 2 December 2024 for the North (NN1, NN2 and NN3) and 27 January 2025 for the West (Coastal, Kings Lynn, Fens & Brecks and Swaffham & Downham)

### **II.2) Description**

#### **II.2.1) Title**

7. North Norfolk 3

Lot No

7

#### **II.2.2) Additional CPV code(s)**

- 85310000 - Social work services

#### **II.2.3) Place of performance**

NUTS codes

- UKH16 - North and West Norfolk

#### **II.2.4) Description of the procurement**

Norfolk County Council wishes to appoint one Principal provider to deliver home support services in the North area. This is for Lot 7. North Norfolk 3 Please note that our intention overall is to limit a provider to having a maximum of 50% of the PCNs in an area. Bidders

may apply for all lots in each area, but will be awarded no more than 2 for each area. If you have been successful in previous procurements, the number of lots you hold for an area will be taken into consideration.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 85

Price - Weighting: 15

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

120

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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.2.14) Additional information**

Each area will have a different start date. 2 December 2024 for the North (NN1, NN2 and NN3) and 27 January 2025 for the West (Coastal, Kings Lynn, Fens & Brecks and Swaffham & Downham)

---

## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Detailed in the tender documents

#### **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**

Open procedure

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

Date

13 May 2024

Local time

11:00am

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

13 May 2024

Local time

11:05am

Place

Norwich

---

## **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.3) Additional information**

The value is the total of all lots based over the duration of the contracts. The value may increase or decrease for each lot depending on client need.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Norfolk County Council - Head of Sourcing

Norwich

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

NP Law - Norfolk

Norwich

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Public Contracts Regulations 2015 (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Proceedings must be brought within 30 days from the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the Court considers that there is good reason for extending the period within which proceedings may be brought, in which case the Court may extend that period up to a maximum of 3 months from the date of knowledge.