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Contract

Open Framework for the Provision of Homecare Services

Cumberland Council

F03: Contract award notice

Notice identifier: 2024/S 000-011941

Procurement identifier (OCID): ocds-h6vhtk-041e2c

Published 12 April 2024, 11:30am

Section I: Contracting authority

I.1) Name and addresses

Cumberland Council

Cumbria House, 107 - 117 Botchergate

Carlisle

CA1 1RD

Contact

Ms Allison Paterson

Email

allison.paterson@cumberland.gov.uk

Telephone

+44 7867201769

Country

United Kingdom

Region code

UKD1 - Cumbria

Internet address(es)

Main address

<https://www.cumberland.gov.uk/>

Buyer's address

<https://www.cumberland.gov.uk/>

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

Open Framework for the Provision of Homecare Services

Reference number

DN701659

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Cumberland Council is advertising an Open Framework for providers to deliver 'Homecare Services', for the delivery of personal care tasks in people's own homes, regulated by the Care Quality Commission (CQC), under The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 on a 24/7 basis in Cumberland for people over 18. The Council is conducting the procurement of this framework using the open procedure in accordance with the Public Contracts Regulations 2015 (PCR) for the purpose of procuring the services described in the Service Specification.

There are two Lots - Lot 1: Standard Homecare Services and Lot 2: Bespoke/Non-Standard Homecare Services. Successful Providers joining the Framework will automatically be awarded to both Lots.

The Council will seek to open the Framework to new applications every 6 months from the commencement of the Contract Year during the Term via Find a Tender. It shall be at the Council's sole discretion to open the Framework to new applications more or less frequently than every 6 months and to decide how long the tender period is open for each time. Submission deadlines are stated in the ITT.

The Council reserves the right to close the Framework to new applications if in the opinion of the Council there is good reason to do so. In the event the Council determines to exercise its discretion to close the Framework to new applications, it will notify its intention and the period which the Framework will be closed on Find a Tender.

The Council reserves the right to reject any applications from Providers who have a CQC rating below "Good". Applications from Providers who are not rated or below Good may be accepted on a case-by-case basis at the Council's discretion, where the Provider can demonstrate a robust improvement plan and evidence of actions being addressed appropriately and in line with identified timescales.

The Council reserves the right to reject any applications from Providers who do not have an office base in Cumberland. From the commencement of the contract and throughout the contracted period Providers must be registered with CQC and have a local office base in Cumberland from which they will operate the service. The Council (at its sole discretion) may agree that a local office can be outside of the Cumberland boundaries where the Council is satisfied the office location is within reasonable distance of care delivery and there is suitable infrastructure in place.

The Open Framework includes requirements around delivery of Social Value and the requirement for Providers to pay the Real Living Wage to its Staff engaged in the delivery of the Services. The Council shall review the contract term around the Real Living Wage annually.

In addition to Cumberland Council (the contracting authority), the NHS North East and North Cumbria Integrated Care Board (the ICB) is a potential user of this Framework and they may purchase homecare services, subject to the ICB signing a Framework Access Agreement.

The estimated total value of the Framework for the 4-year initial term is £128.144m excluding VAT.

The estimated total value for the initial term plus the two 12 months optional extensions is £213.038m excluding VAT. These estimated totals are based upon the maximum spend by Cumberland Council and the ICB accessing the framework from Day 1. The Cumberland Council potential spend on Homecare Services over the full 6-year term is estimated to be £133.882m. Details of current expenditure are indicative only. The Council does not guarantee any spend against this Framework Agreement.

You must be registered on The Chest (<https://www.the-chest.org.uk/>) to access the tender documents. All bids must be received electronically via the Chest by the closing date stated in the ITT. Please read the ITT and its Schedules in full before submitting a tender. Any clarifications about the tender must be sent via messaging on the Chest by the closing date stated in the ITT.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £128,144,000 / Highest offer: £213,038,000 taken into consideration

II.2) Description

II.2.1) Title

Lot 1 - Standard Homecare Services

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKD1 - Cumbria

II.2.4) Description of the procurement

All award criteria are stated in the procurement documents only.

Lot 1 will make up the majority of Homecare commissioned, during the first few years.

Homecare Packages will be advertised via a method set by the Council and awarded under Lot 1 using the following approach:

The Council will advertise to all Framework Providers (where Providers indicate they wish to deliver).

Providers will submit offers.

Offers will be reviewed and awarded based on Customer choice or by the ranking as set out in the contract terms.

Accepted offers will become individual call offs/instructions (currently known as “Service Agreements” or “SPOs”).

II.2.5) Award criteria

Quality criterion - Name: Social value / Diversity / Workforce / Safeguarding / Service Delivery / Continuous Improvement & Quality / Weighting: 100

Price - Weighting: 0

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) Description

II.2.1) Title

Lot 2 - Bespoke/Non Standard Homecare Services

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKD1 - Cumbria

II.2.4) Description of the procurement

All award criteria are stated in the procurement documents only.

Lot 2 will be used to commission Homecare where there is an identified need to do things differently or to meet a specific need or demand that cannot be met via Lot 1.

Work under Lot 2 will be awarded via mini-competition where Providers will be invited to tender via The Chest.

II.2.5) Award criteria

Quality criterion - Name: Social value / Diversity / Workforce / Safeguarding / Service Delivery / Continuous Improvement & Quality / Weighting: 100

Price - Weighting: 0

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: [2023/S 000-035419](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 March 2024

V.2.2) Information about tenders

Number of tenders received: 68

Number of tenders received from SMEs: 64

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 68

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

121 Care Agency

Stirling Place, 22-24 High Street

Cleator Moor

CA25 5LB

Country

United Kingdom

NUTS code

- UKD1 - Cumbria

The contractor is an SME

Yes

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

Lowest offer: £128,144,000 / Highest offer: £213,038,000 taken into consideration

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The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Beacon Home Care Carlisle Ltd

Unit 36a Allans Buildings

Penrith

CA11 9BF

Country

United Kingdom

NUTS code

- UKD1 - Cumbria

The contractor is an SME

Yes

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

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Number of tenders received by electronic means: 68

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Bellcare Domiciliary Care Services

73 Lowther Street

Whitehaven

CA28 7AH

Country

United Kingdom

NUTS code

- UKD1 - Cumbria

The contractor is an SME

Yes

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

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V.2.3) Name and address of the contractor

Beechwood Homecare Ltd T/A Bluebird Care Carlisle

Little Mount, Craigs Road

Dumfries

DG1 4UT

Country

United Kingdom

NUTS code

- UKM92 - Dumfries & Galloway

The contractor is an SME

Yes

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The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

CEL Homecare Limited

73a Medomsley Road

Consett

DH8 5HJ

Country

United Kingdom

NUTS code

- UKC - North East (England)

The contractor is an SME

Yes

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Number of tenders received by electronic means: 68

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Cera Care Operations Ltd

Crown House, Stephenson Road

Colchester

CO4 9QR

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

No

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

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Number of tenders received by electronic means: 68

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Holistic Care 4U Ltd

Yorkshire Main Community Centre

Doncaster

DN12 1AB

Country

United Kingdom

NUTS code

- UKE - Yorkshire and the Humber

The contractor is an SME

Yes

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

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Number of tenders received by electronic means: 68

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Jemcare Care Agency

Main Road, Flimby

Maryport

CA15 8QP

Country

United Kingdom

NUTS code

- UKD1 - Cumbria

The contractor is an SME

Yes

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

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Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 68

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Livingways Care Services

Office 18, 2nd Floor

London

SW4 0AF

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

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

Lowest offer: £128,144,000 / Highest offer: £213,038,000 taken into consideration

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Number of tenders received by electronic means: 68

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Profad Care Agency Limited

Unit 3&5, 1 Bethwin Road

London

SE5 0SH

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

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

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Number of tenders received from SMEs: 64

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 68

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

The Human Support Group

Cardinal House, Abbeyfield Court

Nottingham

NG7 2SZ

Country

United Kingdom

NUTS code

- UKF - East Midlands (England)

The contractor is an SME

No

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

Lowest offer: £128,144,000 / Highest offer: £213,038,000 taken into consideration

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 March 2024

V.2.2) Information about tenders

Number of tenders received: 36

Number of tenders received from SMEs: 36

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 36

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Eden Country Care Ltd

Unit 5a/5b Redhills Lane

Penrith

CA11 0DT

Country

United Kingdom

NUTS code

- UKD1 - Cumbria

The contractor is an SME

Yes

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

Lowest offer: £128,144,000 / Highest offer: £213,038,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

His Majesty's Court Service

Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.cumberland.gov.uk/>