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Planning

Home Support - Principal Provider South Norfolk

Norfolk County Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-012050

Procurement identifier (OCID): ocds-h6vhtk-04fac3 ([view related notices](#))

Published 31 March 2025, 3:21pm

Scope

Reference

NCCT43044

Description

This is a Preliminary Market Engagement Notice (PMEN) for information purposes only. It is not a formal invitation to tender. 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 4 lots, which covers PCNs in South Norfolk:

The lots area:

1. Mid Norfolk

2. Breckland

3. Ketts Oak

4. SNHIP

Bidders may apply for all lots in each area, but will be awarded no more than 1 Principal Provider contract 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.

There are no tender documents at this stage - this is purely to allow expressions of interest and to inform all of market engagement carried out.

Total value (estimated)

- £140,000,000 excluding VAT
- £168,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 13 October 2025 to 12 October 2035
- Possible extension to 12 October 2040
- 15 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKH15 - Norwich and East Norfolk
- UKH16 - North and West Norfolk
- UKH17 - Breckland and South Norfolk

Engagement

Engagement deadline

31 March 2025

The engagement was carried out before this notice was published.

Engagement process description

This is a Preliminary Market Engagement Notice (PMEN) for information purposes only. It is not a formal invitation to tender. You will need to respond to the tender notice in order to be considered for these contracts. The purpose of this PMEN is to maximise transparency and competition for the upcoming tender notice. All details in this PMEN are subject to being updated or changed in the tender notice. We are publishing this notice to share engagement outputs and to ensure as wider audience as possible are aware and informed of Norfolk County Council's intentions. Market engagement has taken place. The engagement was advertised under a prior information notice (PIN) published under the Public Contract 2015 regulations. 2025/S 000-001592. This engagement was for the third phase of a county wide procurement. Engagement has taken place during phases 2 and 3 in 2023 and 2024. This engagement was carried out by commissioners. The opportunity was advertised via PINs under the Public Contract Regulations 2015.

Market engagement for phase 3 was held on 14th February 2025 via Teams webinar. We used the engagement to discuss our requirements, the tender process we are proposing (competitive flexible) and expectations of all parties. We also discussed lessons learnt from previous procurements for this service in other areas of Norfolk. We asked for feedback on number of lots 1 provider could be awarded and on the proposed process.

Information provided at the engagement in the form of slides and notes are available to be viewed via the clarification tab. These documents can be viewed by registering on the Norfolk County Council in-tend portal, expressing an interest in this tender. A tender notice will be published to advertise this opportunity .

This procurement will be managed electronically via the Council's e-procurement system. To participate in this procurement and gain access to documents when they are available, applicants must first be registered on the system at <https://in-tendhost.co.uk/norfolkcc>. Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc/aspx/BuyerProfiles>. Once registered you will be able to see the procurement project under the 'tenders' section and 'express an interest' in this tender. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing support@in-tend.co.uk.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

24 April 2025

Procedure

Special regime

Light touch

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Email: sourcingteam@norfolk.gov.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government