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Tender

Provision of Extra Care Services within London Borough Waltham Forest

London Borough of Waltham Forest

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-012391

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

Published 1 April 2025, 7:30pm

Scope

Reference

DN770007

Description

The Council of the London Borough of Waltham Forest (“the Authority”) are seeking Tenders from suitably experienced and qualified organisations for the Contract for the Provision of Extra Care Services within the borough.

The contract shall commence on 1st October 2025 and shall continue up to and including 30th September 2028 with the option to extend for two x twelve month periods up to 30th September 2030 (“the Contract Period”).

The Authority is seeking to appoint a provider to deliver the provision of extra care services in the London Borough of Waltham Forest.

The Authority is committed to providing a high quality and responsive service for individuals of all ages in the borough with support needs, in accordance with the statutory

obligations within the Care Act 2014 and The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (the 2014 Regulations).

The Extra Care Service will be responsible for delivering regulated personal care support and other interventions that support for individuals with eligible social care needs in the following provisions:

Verdon Roe Court - 45 units

Windmill Court - 44 units

Dames House - 25 units

Baytree House - 34 units

This service will play an important role in maximising the independence of adults with assessed eligible support needs and aiming to meet unmet needs and to anticipate client's changing needs in order to help people live independently in their own home, using an appliance-based approach in working with vulnerable people.

Alongside meeting the eligible needs of those receiving Extra Care the London Borough of Waltham Forest also intends that this contract will contribute to the following goals;

- Safeguard those individuals who need the most support/ who are most at risk;
- Support individuals to live their life as they wish it to be, as independently as possible
- Promote self-reliance and personal responsibility;
- Build resilience and competence for individuals, families and carers;
- Enable better care experiences and outcomes;
- Adopt a client focused approach of the work
- Strike a balance between empowerment and safeguarding;
- Strengthen relationships with the Council's partners, to deliver improved outcomes and to deliver greater productivity and;
- Secure value for money while maintaining a high-quality Service.

Throughout the lifetime of the contract term, the Provider will be required to pay the London Living Wage to staff delivering the service.

The Service is comprised of two elements, a 24/7 Core Service and a Flex Service commissioned for each individual to meet their unique Care and Support needs as detailed in their Care and Support plan.

The Authority has set a fixed hourly rate for the Weekly Core Charge for each unit and will be based on paying £19.68 per hour for each staff member for the Core Service and will be calculated with the formula within Annex A1.

The Core price is fixed, this will not be taken into account for the purposes of the price

evaluation. The provider will be required to pay an hourly rate for the flex service at the start of contract (1st October 2025) within the maximum hourly rate provided by the Council.

The provider will be required to pay all staff at least the London Living Wage when staff are supporting individuals under the Waltham Forest Extra Care Contract. The commitment to London Living Wage is a contractual requirement throughout the life of the Contract from the commencement dates to its expiry including any extension periods.

The maximum capped hourly rate for the Flex Service for each extra care provision is £18.91 per hour. Those submitting a Tender shall be required to deliver all the requirements of the Service within the maximum budget.

Total value (estimated)

- £15,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2025 to 1 October 2030
- 5 years, 1 day

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services
-

Submission

Deadline for requests to participate

2 May 2025, 12:00pm

Submission address and any special instructions

<https://procontract.due-north.com/home/about>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

18 June 2025

Award criteria

Name	Type	Weighting
Quality	Quality	60%
Price	Price	30%
Social Value	Quality	10%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

London Borough of Waltham Forest

- Public Procurement Organisation Number: PPJN-6757-NZZZ

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Region: UKI53 - Redbridge and Waltham Forest

Organisation type: Public authority - sub-central government