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Contract

## **Supplementary North Zone Home Care Contract**

Newcastle City Council

F03: Contract award notice

Notice identifier: 2024/S 000-016837

Procurement identifier (OCID): ocds-h6vhtk-043930

Published 30 May 2024, 9:15am

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

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

Newcastle City Council

Civic Centre

NEWCASTLE-UPON-TYNE

NE18QH

#### **Contact**

Lucy Nicholson

#### **Email**

[Lucy.Nicholson@newcastle.gov.uk](mailto:Lucy.Nicholson@newcastle.gov.uk)

#### **Telephone**

+44 7977730785

#### **Country**

United Kingdom

**Region code**

UKC22 - Tyneside

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

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

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Supplementary North Zone Home Care Contract

Reference number

008498

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

This contract was an opportunity for a provider to work alongside the Home Care Framework, providing supplementary home care support for people living in the North Zone of the City.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

Value excluding VAT: £1,929,310.50

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

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

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

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

This contract was an opportunity for a provider to work alongside the Home Care Framework, providing supplementary home care support for people living in the North

Zone of the City.

The contract targets the following groups of people who meet the national eligibility criteria and reside within the North zone of the City of Newcastle:

- Older People aged 65 years and over,
- People with Mental Health needs aged 18 years and over,
- People with Physical Disabilities, including sensory impairment aged 18 years and over,
- People aged 18 years and over with specific needs, for example (but not restricted to) dementia, a learning disability, end-of-life, palliative care, sudden onset brain injury or acquired brain injury.

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

Quality criterion - Name: Mobilisation / Service Delivery / Weighting: 20%

Quality criterion - Name: Service requirements / Asset-Based Community Development / Weighting: 30%

Quality criterion - Name: Quality Assurance / Health and Safety / Weighting: 20%

Quality criterion - Name: Staff / Weighting: 20%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: Pass/fail on acceptance

#### **II.2.11) Information about options**

Options: Yes

Description of options

3 x 12 month options to extend

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## **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.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-004571](#)

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## **Section V. Award of contract**

### **Contract No**

008498

### **Title**

Supplementary North Zone Home Care Contract

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

28 May 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 63

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

#### **V.2.3) Name and address of the contractor**

Comfort Call Limited

Cardinal House Abbeyfield Court, Abbeyfield Road, Nottingham, Nottinghamshire, United Kingdom, NG7 2SZ

Nottingham

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

Companies House

05763279

The contractor is an SME

No

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

Total value of the contract/lot: £1,929,310.50

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## **Section VI. Complementary information**

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

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

Newcastle City Council

Newcastle upon Tyne

Country

United Kingdom