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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

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

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

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

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](#)

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Newcastle City Council

Newcastle upon Tyne

Country

United Kingdom