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Contract

TD1526 - Framework for Standard Home Care Services

Derby City Council

F03: Contract award notice

Notice identifier: 2021/S 000-017101

Procurement identifier (OCID): ocds-h6vhtk-02ca3b

Published 20 July 2021, 3:58pm

Section I: Contracting authority

I.1) Name and addresses

Derby City Council

Council House, Corporation Street

Derby

DE1 2FS

Contact

Mr Stephen Cotterill

Email

procurement@derby.gov.uk

Telephone

+44 1332641623

Country

United Kingdom

NUTS code

UKF11 - Derby

Internet address(es)

Main address

<http://www.derby.gov.uk/>

Buyer's address

<http://www.derby.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

TD1526 - Framework for Standard Home Care Services

Reference number

DN513344

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council awarding a framework to provide Standard Home Care (domiciliary care) Services. Customers of Home Care Services will:

- Be residents of Derby City
- Be over the age of 18 years
- Have eligible care or support needs as defined by the Council
- Require Home Care as defined above

Customers may have complex and multiple support needs.

Service Providers will need to develop personalised Support Plans that identify clear and quantifiable ways that they will support Customers to achieve their individual outcomes and remain independent in their own home. Customers that will require this Service will have a wide range of needs that may include one or a combination of the following broad headings (please note this list is not exhaustive):

- Physical disability or frailty,
- Learning disability
- Mental Health
- Sensory Disabilities and/or Communication needs
- Dementia or other cognitive difficulties.

Providers must have Care Quality Commission (CQC) registration in place for the delivery of personal care. The Service Provider will also be required to be registered with the CQC to be able to deliver personal care in the City of Derby. Service Providers not already registered to do this, will be required to apply to be registered to do this within a month of receiving the framework award letter. Providers must have Care Quality Commission rating above 'Inadequate' in place for the delivery of personal care to be able to bid. Where a Provider is waiting for a rating from the CQC for the delivery of personal care from the CQC, they can still submit a bid. If subsequently the rating is 'Inadequate', then the Service Provider will be required to provide an action plan that is satisfactory to the Council that will address all the concerns raised by the CQC within a timescale agreed with the Council.

Value. The potential framework value is £62,706,904.62 over four years. Contract Opportunities will only initially be for new Service requirements (care packages). The Council also reserves the right to review existing care packages and put these out as a Contract Opportunity under this Framework. Framework

Lots The framework is split into four geographical Lots. The Council intends to appoint the following number of Service Providers in each of the following Lots :

- Lot 1 – Central Locality = Three Service Providers
- Lot 2 – West Locality = Four Service Providers
- Lot 3 – East Locality = Three Service Providers
- Lot 4 – South Locality = Three Service Providers

A Provider can only be awarded a maximum of two Lots.

The Council reserves the right to open a Lot or Lots and run an open competitive tendering process to replace existing Framework Service Provider due to failure/poor performance/material breaches etc. There will also be the option of opening up a Lot or Lots to add an additional Service Provider where there are capacity issues within that Lot. Further to the points above there will still be the rule that a Service Provider can only be awarded two Lots, so if a provider on this Framework already has two Lots, they will not

be able to bid for an additional Lot. The initial Framework Term is two years. The maximum framework term is four years.

Fees The Council has a set a maximum hourly rate for the provision of Home Care services as part of its Fee structure. Tenderers must confirm that they accept this Fee structure as part of their Tender response. Details are in the ITT. Framework start date is 1st June 2021. (initial term is 2 years plus possible extension of a further two years).

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £62,706,905

II.2) Description

II.2.1) Title

Lot 1: Central Locality

Lot No

1

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKF11 - Derby

Main site or place of performance

City of Derby

II.2.4) Description of the procurement

Standard Home Care Services

Standard Home Care Definition: The Care Quality Commission (CQC) definition of Home Care and Support are as follows: "These services provide personal care for people living

in their own homes. The needs of people using the services may vary greatly, but packages of care are designed to meet individual circumstances. The person is visited at various times of the day or, in some cases, care is provided over a full 24-hour period. Where care is provided intermittently throughout the day the person may live independently of any continuous support or care between visits.

Customers of Home Care Services will:

- Be residents of Derby City
- Be over the age of 18 years
- Have eligible care or support needs as defined by the Council
- Require Home Care as defined above

Customers may have complex and multiple support needs. Service Providers will need to develop personalised Support Plans that identify clear and quantifiable ways that they will support Customers to achieve their individual outcomes and remain independent in their own home. Customers that will require this Service will have a wide range of needs that may include one or a combination of the following broad headings (please note this list is not exhaustive):

- Physical disability or frailty,
- Learning disability
- Mental Health
- Sensory Disabilities and/or Communication needs
- Dementia or other cognitive difficulties

Providers must have Care Quality Commission (CQC) registration in place for the delivery of personal care. The Service Provider will also be required to be registered with the CQC to be able to deliver personal care in the City of Derby. Successful Service Providers not already registered to do this, will be required to apply to be registered to do this within a month of receiving the framework award letter.

Providers must have Care Quality Commission rating above 'Inadequate' in place for the delivery of personal care to be able to bid.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Cost criterion - Name: Cost / Weighting: 0

II.2.11) Information about options

Options: Yes

Description of options

For a period or periods up to 2 years.

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 – West Locality

Lot No

2

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKF11 - Derby

II.2.4) Description of the procurement

Standard Home Care Services

Standard Home Care Definition: The Care Quality Commission (CQC) definition of Home Care and Support are as follows: “These services provide personal care for people living in their own homes. The needs of people using the services may vary greatly, but packages of care are designed to meet individual circumstances. The person is visited at various times of the day or, in some cases, care is provided over a full 24-hour period. Where care is provided intermittently throughout the day the person may live independently of any continuous support or care between visits.

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- Be residents of Derby City
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- Physical disability or frailty,
- Learning disability
- Mental Health
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already registered to do this, will be required to apply to be registered to do this within a month of receiving the framework award letter.

Providers must have Care Quality Commission rating above 'Inadequate' in place for the delivery of personal care to be able to bid.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Cost criterion - Name: Cost / Weighting: 0

II.2.11) Information about options

Options: Yes

Description of options

For a period or periods up to two further years.

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 3 – East Locality

Lot No

3

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKF11 - Derby

II.2.4) Description of the procurement

Standard Home Care Services

Standard Home Care Definition: The Care Quality Commission (CQC) definition of Home Care and Support are as follows: “These services provide personal care for people living in their own homes. The needs of people using the services may vary greatly, but packages of care are designed to meet individual circumstances. The person is visited at various times of the day or, in some cases, care is provided over a full 24-hour period. Where care is provided intermittently throughout the day the person may live independently of any continuous support or care between visits.

Customers of Home Care Services will:• Be residents of Derby City• Be over the age of 18 years• Have eligible care or support needs as defined by the Council• Require Home Care as defined above Customers may have complex and multiple support needs. Service Providers will need to develop personalised Support Plans that identify clear and quantifiable ways that they will support Customers to achieve their individual outcomes and remain independent in their own home. Customers that will require this Service will have a wide range of needs that may include one or a combination of the following broad headings (please note this list is not exhaustive):• Physical disability or frailty,• Learning disability• Mental Health• Sensory Disabilities and/or Communication needs• Dementia or other cognitive difficulties

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Providers must have Care Quality Commission rating above ‘Inadequate’ in place for the delivery of personal care to be able to bid.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Cost criterion - Name: Cost / Weighting: 0

II.2.11) Information about options

Options: Yes

Description of options

For a period or periods up to two further years.

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 4 – South Locality

Lot No

4

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKF11 - Derby

II.2.4) Description of the procurement

Standard Home Care Services

Standard Home Care Definition: The Care Quality Commission (CQC) definition of Home Care and Support are as follows: “These services provide personal care for people living in their own homes. The needs of people using the services may vary greatly, but packages of care are designed to meet individual circumstances. The person is visited at various times of the day or, in some cases, care is provided over a full 24-hour period. Where care is provided intermittently throughout the day the person may live independently of any continuous support or care between visits.

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other cognitive difficulties

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Providers must have Care Quality Commission rating above 'Inadequate' in place for the delivery of personal care to be able to bid.

II.2.5) Award criteria

Quality criterion - Name: Award / Weighting: 100

Cost criterion - Name: Cost / Weighting: 0

II.2.11) Information about options

Options: Yes

Description of options

For a period or periods up to two further years.

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: [2020/S 249-622758](#)

Section V. Award of contract

Contract No

TD1526 - Provision of Standard Home Care Services

Lot No

1

Title

Lot 1: Central Locality

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 July 2021

V.2.2) Information about tenders

Number of tenders received: 49

Number of tenders received from SMEs: 41

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: 49

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

V.2.3) Name and address of the contractor

BWA Health & Care Services Ltd

ROWAN HOUSE 9 ST JAMES COURT LARGES STREET FRIAR GATE

Derby

DE1 1BT

Country

United Kingdom

NUTS code

- UKF11 - Derby

National registration number

05951306

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £14,926,587 taken into consideration

Section V. Award of contract

Contract No

TD1526 - Provision of Standard Home Care Services

Lot No

1

Title

Lot 1: Central Locality

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 July 2021

V.2.2) Information about tenders

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

Number of tenders received by electronic means: 49

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

V.2.3) Name and address of the contractor

Nationwide Care Services Limited

1 The Old Maltings, Forman Street

Derby

DE1 1JQ

Country

United Kingdom

NUTS code

- UKF11 - Derby

National registration number

05510702

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £14,926,587 taken into consideration

Section V. Award of contract

Contract No

TD1526 - Provision of Standard Home Care Services

Lot No

1

Title

Lot 1: Central Locality

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

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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: 49

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 Camberwell

London

SE5 0SH

Country

United Kingdom

NUTS code

- UKF11 - Derby

National registration number

09636223

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £14,926,587 taken into consideration

Section V. Award of contract

Contract No

TD1526 - Provision of Standard Home Care Services

Lot No

2

Title

Lot 2 – West Locality

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 July 2021

V.2.2) Information about tenders

Number of tenders received: 49

Number of tenders received from SMEs: 41

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: 49

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

V.2.3) Name and address of the contractor

BWA Health & Care Services Ltd

ROWAN HOUSE 9 ST JAMES COURT LARGES STREET FRIAR GATE

Derby

DE1 1BT

Country

United Kingdom

NUTS code

- UKF11 - Derby

National registration number

05951306

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £15,985,354 taken into consideration

Section V. Award of contract

Contract No

TD1526 - Provision of Standard Home Care Services

Lot No

2

Title

Lot 2 – West Locality

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 July 2021

V.2.2) Information about tenders

Number of tenders received: 49

Number of tenders received from SMEs: 41

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: 49

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Key 2 Care Ltd

146 Burton Road

Derby

DE1 1TN

Country

United Kingdom

NUTS code

- UKF11 - Derby

National registration number

05380096

The contractor is an SME

No

V.2.3) Name and address of the contractor

Mediline Home Care Limited

Office 4 219 Kensington High Street,

London

W8 6BD

Country

United Kingdom

NUTS code

- UKF11 - Derby

National registration number

04607372

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Profad Care Agency Limited

Unit 3 &5 ,1 Bethwin Road Camberwell

London

SE5 0SH

Country

United Kingdom

NUTS code

- UKF11 - Derby

National registration number

09636223

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £15,985,354 taken into consideration

Section V. Award of contract

Contract No

TD1526 - Provision of Standard Home Care Services

Lot No

3

Title

Lot 3 – East Locality

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 July 2021

V.2.2) Information about tenders

Number of tenders received: 49

Number of tenders received from SMEs: 41

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: 49

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

V.2.3) Name and address of the contractor

Bhandal Care Ltd

32 Glendevon Way, Chellaston

Derby

DE73 5WG

Country

United Kingdom

NUTS code

- UKF11 - Derby

National registration number

12591830

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £14,150,640 taken into consideration

Section V. Award of contract

Contract No

TD1526 - Provision of Standard Home Care Services

Lot No

3

Title

Lot 3 – East Locality

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 July 2021

V.2.2) Information about tenders

Number of tenders received: 49

Number of tenders received from SMEs: 41

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: 49

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

V.2.3) Name and address of the contractor

Hales Group Ltd

3B Flag Business Exchange, Vicarage Farm Road

Peterborough

PE1 5TX

Country

United Kingdom

NUTS code

- UKF11 - Derby

National registration number

3756814

The contractor is an SME

No

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

Lowest offer: £1 / Highest offer: £14,150,640 taken into consideration

Section V. Award of contract

Contract No

TD1526 - Provision of Standard Home Care Services

Lot No

3

Title

Lot 3 – East Locality

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 July 2021

V.2.2) Information about tenders

Number of tenders received: 49

Number of tenders received from SMEs: 41

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: 49

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

V.2.3) Name and address of the contractor

Mediline Home Care Limited

Office 4 219 Kensington High Street

London

W8 6BD

Country

United Kingdom

NUTS code

- UKF11 - Derby

National registration number

4607372

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £14,150,640 taken into consideration

Section V. Award of contract

Contract No

TD1526 - Provision of Standard Home Care Services

Lot No

4

Title

Lot 4 – South Locality

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 July 2021

V.2.2) Information about tenders

Number of tenders received: 49

Number of tenders received from SMEs: 41

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: 49

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

V.2.3) Name and address of the contractor

Bhandal Care Ltd

32 Glendevon Way, Chellaston

Derby

DE73 5WG

Country

United Kingdom

NUTS code

- UKF11 - Derby

National registration number

12591830

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £17,644,323 taken into consideration

Section V. Award of contract

Contract No

TD1526 - Provision of Standard Home Care Services

Lot No

4

Title

Lot 4 – South Locality

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 July 2021

V.2.2) Information about tenders

Number of tenders received: 49

Number of tenders received from SMEs: 41

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: 49

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

V.2.3) Name and address of the contractor

Hales Group Ltd

3B Flag Business Exchange, Vicarage Farm Road

Peterborough

PE1 5TX

Country

United Kingdom

NUTS code

- UKF11 - Derby

National registration number

3756814

The contractor is an SME

No

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

Lowest offer: £1 / Highest offer: £17,644,323 taken into consideration

Section V. Award of contract

Contract No

TD1526 - Provision of Standard Home Care Services

Lot No

4

Title

Lot 4 – South Locality

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 July 2021

V.2.2) Information about tenders

Number of tenders received: 49

Number of tenders received from SMEs: 41

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: 49

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

V.2.3) Name and address of the contractor

Nationwide Care Services Limited

1 The Old Maltings, Forman Street

Derby

DE1 1JQ

Country

United Kingdom

NUTS code

- UKF11 - Derby

National registration number

5510702

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £17,644,323 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Derby City Council

Council House, Corporation Street

Derby

DE1 2FS

Country

United Kingdom