

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/018499-2024>

Contract

## **For the Provision of Extra Care Services**

DERBY CITY COUNCIL

F03: Contract award notice

Notice identifier: 2024/S 000-018499

Procurement identifier (OCID): ocds-h6vhtk-044a31

Published 14 June 2024, 3:35pm

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

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

DERBY CITY COUNCIL

Corporation Street

Derby

DE1 2FS

#### **Contact**

Paul Hallsworth

#### **Email**

[procurement@derby.gov.uk](mailto:procurement@derby.gov.uk)

#### **Telephone**

+44 1332640768

#### **Country**

United Kingdom

**Region code**

UKF11 - Derby

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.derby.gov.uk](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**

For the Provision of Extra Care Services

Reference number

TD2064

**II.1.2) Main CPV code**

- 85000000 - Health and social work services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Derby City Council is seeking to appoint homecare Service Providers, registered with the Care Quality Commission (CQC) for regulatory activity of 'personal care', to provide care and support services to adults living within Extra Care Housing (ECH) schemes. The provision is required 24 hours a day 7 days a week, and there are several distinct definitions, requirements, and functions to service delivery that, to clarify, differ from regular Homecare services.

**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: £9,434,884

**II.2) Description****II.2.1) Title**

South

Lot No

1

**II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

**II.2.3) Place of performance**

NUTS codes

- UKF - East Midlands (England)

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

Derby City Council is seeking to appoint homecare Service Providers, registered with the Care Quality Commission (CQC) for regulatory activity of 'personal care', to provide care and support services to adults living within Extra Care Housing (ECH) schemes. The provision is required 24 hours a day 7 days a week, and there are several distinct definitions, requirements, and functions to service delivery that, to clarify, differ from regular Homecare services.

The Service Provider(s) will be required to staff an onsite and exclusive team at each of the schemes. The Service Provider must occupy an onsite office space and be registered as a specific location with the CQC.

The successful Service Provider(s) will deliver services to three customer groups within the schemes, these are Full Customers, External Care Customers and Non-Care Customers, together described as Residents. The distinction between customer groups is determined by the following conditions:

- Full Customers will receive care and support as per an agreed care plan arranged via Derby City Council. Care will be commissioned in blocks of 15 minutes and will be operational 24 hours a day, 7 days a week
- External Care Customers are tenants of ECH who have a care package delivered by a home care agency that is different to the onsite Service Provider. This may be either a council commissioned package, direct payment or a privately commissioned care package
- Non-Care Customers are tenants of ECH that do not receive any planned care and support services from either the onsite Service Provider or an external home care agency.

Residents will have access to the 24/7 Core Wellbeing Service which must be adequately staffed and available 24 hours a day, 7 days a week. In summary, this service consists of the following key elements:

- Temporary unplanned care, day and night, for all Residents
- Emergency response during the day and night for all Residents
- Partnership working with the Housing Provider and other partners

For the relevant scheme, the Service Provider shall provide flexible and responsive services in relation to Adults utilising the assessment flat.

Service Providers shall develop models of Outreach Delivery within nearby proximity to the ECH Scheme.

Providers will be required to demonstrate competence in respect to all elements of service delivery and will be monitored according to all contract schedules and performance targets. Service Providers are expected to develop their service and to explore innovative methods or practices to support an ever-changing social care market.

The successful Service Provider will deliver services to two customer groups within these schemes, Full Customers (most of residents in each scheme) and 24/7 Only Customers,

together described as Residents. The 24/7 Emergency Response Service is only required when responding to emergency calls and has been put in place to give residents re-assurance if they have a care emergency.

- Lot 1 - South (Handyside and Sunnyfield Schemes)

### **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

One extension of up to 12 months

## **II.2) Description**

### **II.2.1) Title**

Central

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

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

NUTS codes

- UKF - East Midlands (England)

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

Derby City Council is seeking to appoint homecare Service Providers, registered with the Care Quality Commission (CQC) for regulatory activity of 'personal care', to provide care and support services to adults living within Extra Care Housing (ECH) schemes. The provision is required 24 hours a day 7 days a week, and there are several distinct

definitions, requirements, and functions to service delivery that, to clarify, differ from regular Homecare services.

The Service Provider(s) will be required to staff an onsite and exclusive team at each of the schemes. The Service Provider must occupy an onsite office space and be registered as a specific location with the CQC.

The successful Service Provider(s) will deliver services to three customer groups within the schemes, these are Full Customers, External Care Customers and Non-Care Customers, together described as Residents. The distinction between customer groups is determined by the following conditions:

- Full Customers will receive care and support as per an agreed care plan arranged via Derby City Council. Care will be commissioned in blocks of 15 minutes and will be operational 24 hours a day, 7 days a week
- External Care Customers are tenants of ECH who have a care package delivered by a home care agency that is different to the onsite Service Provider. This may be either a council commissioned package, direct payment or a privately commissioned care package
- Non-Care Customers are tenants of ECH that do not receive any planned care and support services from either the onsite Service Provider or an external home care agency.

Residents will have access to the 24/7 Core Wellbeing Service which must be adequately staffed and available 24 hours a day, 7 days a week. In summary, this service consists of the following key elements:

- Temporary unplanned care, day and night, for all Residents
- Emergency response during the day and night for all Residents
- Partnership working with the Housing Provider and other partners

For the relevant scheme, the Service Provider shall provide flexible and responsive services in relation to Adults utilising the assessment flat.

Service Providers shall develop models of Outreach Delivery within nearby proximity to the ECH Scheme.

Providers will be required to demonstrate competence in respect to all elements of service delivery and will be monitored according to all contract schedules and performance targets. Service Providers are expected to develop their service and to explore innovative methods or practices to support an ever-changing social care market.

The successful Service Provider will deliver services to two customer groups within these schemes, Full Customers (most of residents in each scheme) and 24/7 Only Customers, together described as Residents. The 24/7 Emergency Response Service is only required when responding to emergency calls and has been put in place to give residents re-assurance if they have a care emergency.

The Framework is split into three Lots as detailed below. Each Lot will be awarded to a single Service Provider.

- Lot 2 - Central (Cedar House and Parkview Schemes)

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

Quality criterion - Name: Quality / Weighting: 100

Cost criterion - Name: Price / Weighting: 0

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

Options: Yes

Description of options

One extension of up to 12 months

## **II.2) Description**

### **II.2.1) Title**

West

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

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

NUTS codes

- UKF - East Midlands (England)

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

Derby City Council is seeking to appoint homecare Service Providers, registered with the Care Quality Commission (CQC) for regulatory activity of 'personal care', to provide care and support services to adults living within Extra Care Housing (ECH) schemes. The provision is required 24 hours a day 7 days a week, and there are several distinct definitions, requirements, and functions to service delivery that, to clarify, differ from regular Homecare services.

The Service Provider(s) will be required to staff an onsite and exclusive team at each of the schemes. The Service Provider must occupy an onsite office space and be registered as a specific location with the CQC.

The successful Service Provider(s) will deliver services to three customer groups within the schemes, these are Full Customers, External Care Customers and Non-Care Customers, together described as Residents. The distinction between customer groups is determined by the following conditions:

- Full Customers will receive care and support as per an agreed care plan arranged via Derby City Council. Care will be commissioned in blocks of 15 minutes and will be operational 24 hours a day, 7 days a week
- External Care Customers are tenants of ECH who have a care package delivered by a home care agency that is different to the onsite Service Provider. This may be either a council commissioned package, direct payment or a privately commissioned care package
- Non-Care Customers are tenants of ECH that do not receive any planned care and support services from either the onsite Service Provider or an external home care agency.

Residents will have access to the 24/7 Core Wellbeing Service which must be adequately staffed and available 24 hours a day, 7 days a week. In summary, this service consists of the following key elements:

- Temporary unplanned care, day and night, for all Residents
- Emergency response during the day and night for all Residents
- Partnership working with the Housing Provider and other partners

For the relevant scheme, the Service Provider shall provide flexible and responsive services in relation to Adults utilising the assessment flat.

Service Providers shall develop models of Outreach Delivery within nearby proximity to the ECH Scheme.

Providers will be required to demonstrate competence in respect to all elements of service delivery and will be monitored according to all contract schedules and performance targets. Service Providers are expected to develop their service and to explore innovative methods or practices to support an ever-changing social care market.

The successful Service Provider will deliver services to two customer groups within these schemes, Full Customers (most of residents in each scheme) and 24/7 Only Customers, together described as Residents. The 24/7 Emergency Response Service is only required when responding to emergency calls and has been put in place to give residents re-assurance if they have a care emergency.

The Framework is split into three Lots as detailed below. Each Lot will be awarded to a single Service Provider.

- Lot 3 - West (Greenwich Gardens Scheme)

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

Quality criterion - Name: Quality / Weighting: 100

Cost criterion - Name: Price / Weighting: 0

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

Options: Yes

Description of options

One extension of up to 12 months

---

## **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: [2024/S 000-008764](#)

---

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

### **Lot No**

1

A contract/lot is awarded: Yes

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

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

12 June 2024

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

Number of tenders received: 52

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

London

Country

United Kingdom

NUTS code

- UKF - East Midlands (England)

Companies House

9636233

The contractor is an SME

No

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

Total value of the contract/lot: £9,434,884

---

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

### **Lot No**

2 and 3

A contract/lot is awarded: Yes

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

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

12 June 2024

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

Number of tenders received: 52

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

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

Key 2 Care Limited t/a Derbyshire Care Services

Derby

Country

United Kingdom

NUTS code

- UKF - East Midlands (England)

Companies House

5380096

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £9,434,884

Total value of the contract/lot: £9,434,884

---

## **Section VI. Complementary information**

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

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

Derby City Council

Derby

Country

United Kingdom