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Contract

Care at Home & Reablement Flexible Framework

The Royal Borough of Kingston upon Thames

F03: Contract award notice

Notice identifier: 2021/S 000-020550

Procurement identifier (OCID): ocds-h6vhtk-02d7b5

Published 20 August 2021, 10:56pm

Section I: Contracting authority

I.1) Name and addresses

The Royal Borough of Kingston upon Thames

Guildhall, High Street

Kingston upon Thames

KT1 1EU

Email

commissioning@kingston.gov.uk

Telephone

+44 2085475000

Country

United Kingdom

NUTS code

UKI63 - Merton, Kingston upon Thames and Sutton

Internet address(es)

Main address

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

Buyer's address

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Care at Home & Reablement Flexible Framework

Reference number

DN502186

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 Royal Borough of Kingston Upon Thames is appointing to a "Flexible Framework Agreement" which includes provision for Home Care and Reablement Services consisting of multiple suitably qualified providers under which it can call off via direct awards. This procurement comprised of two Lots. Lot 1 for Care at Home Services and Lot 2 Reablement.

The "Flexible Framework Agreement" has been commissioned under the Light Touch Regime(implemented through regulations 74 - 77 of the Public Contract Regulations 2015). This Flexible Framework Agreement differs from those set up under the non-light touch regime in that the Council may exercise it's flexibility to periodically "open" the flexible framework for providers to submit applications to join, particularly if it needs to increase the capacity or respond to emerging needs. If the Council decides to open up the Flexible Framework Agreement for applications it will do so on the same terms and conditions and on the same criteria.

The duration of the Flexible Framework Agreement will be five years, plus two 12 month extension periods at the absolute sole discretion of the Council, creating a maximum possible flexible framework term of seven years. Call off contracts will be of varying durations according to the assessed needs of service users.

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: £57,412,490

II.2) Description

II.2.1) Title

Lot 1 Care at Home

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

II.2.4) Description of the procurement

Lot 1 Care at Home:- this includes the provision of personal care to eligible people living in the community in their own homes with long-term care needs to enable them to live independently.

II.2.5) Award criteria

Quality criterion - Name: Service Delivery / Weighting: 15%

Quality criterion - Name: Knowledge and understanding / Weighting: 10%

Quality criterion - Name: Core and Flexible Approach / Weighting: 10%

Quality criterion - Name: Workforce Development and Wellbeing / Weighting: 15%

Quality criterion - Name: Outcomes / Weighting: 20%

Quality criterion - Name: Safeguarding of vulnerable adults / Weighting: 7.5%

Quality criterion - Name: Moving and handling / Weighting: 7.5%

Quality criterion - Name: Service development and innovation / Weighting: 5%

Quality criterion - Name: Managing information / Weighting: 5%

Quality criterion - Name: Social value / Weighting: 5%

Price - Weighting: 0%

II.2.11) Information about options

Options: No

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 Reablement

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

II.2.4) Description of the procurement

Reablement services for people leaving hospital or receiving crisis interventions to avoid hospital attendance in the first place.

II.2.5) Award criteria

Quality criterion - Name: Service Delivery / Weighting: 15%

Quality criterion - Name: Reablement approach / Weighting: 20%

Quality criterion - Name: The Reablement Journey / Weighting: 15%

Quality criterion - Name: Outcomes / Weighting: 20%

Quality criterion - Name: Safeguarding of vulnerable adults / Weighting: 10%

Quality criterion - Name: Moving and Handling/Assistive technology / Weighting: 10%

Quality criterion - Name: Managing Information / Weighting: 5%

Quality criterion - Name: Social value / Weighting: 5%

Price - Weighting: 0%

II.2.11) Information about options

Options: No

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 202-492106](#)

Section V. Award of contract

Contract No

Lot 1 Care at Home

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 July 2021

V.2.2) Information about tenders

Number of tenders received: 55

Number of tenders received by electronic means: 55

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

V.2.3) Name and address of the contractor

Alpenbest Limited

60 Wensleydale Road, Hampton,

Middlesex

TW12 2LX

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

06528232

The contractor is an SME

No

V.2.3) Name and address of the contractor

Bright Star Care Service Ltd

Apsely House, 176 Upper Richmond Road,

London

SW15 2SH

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

09955376

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Carlcare Limited

Second Floor 5-7 Kingston Hill

Kingston Upon Thames

KT2 7PW

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

5762068

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Clarendon Home Care Ltd

185 Elm Road

Kingston upon Thames

KT2 6HY

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

4267561

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

CN Healthcare Ltd

12 Station Road Station Road,

Sutton

SM2 6BH

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

09459642

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Divine Motions Healthcare Services Ltd

140 The Broadway Stonecot Business Centre, Tolworth Broadway, Surbiton,

Surrey

KT6 7HT

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

11310439

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Enterprise Care Support Ltd

Mitcham Parish Centre Church Path Surrey

Surrey

CR4 3BN

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

First Choice Social Care & Housing Limited

Suite 1 First Floor 81 Old Church Road

London

E4 6ST

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

4533179

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

GLOBAL HOMECARE LTD

14 GLENEAGLE ROAD

LONDON

SW16 6AB

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

09822561

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

GOLDSMITH PERSONNEL LTD

GOLDSMITH PERSONNEL LTD 380 KINGSLAND ROAD HACKNEY

LONDON

E8 4AA

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

5050365

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Haven Care Ltd

416 Green Lane, Ilford,

Essex

IG3 9JX

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

06762521

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Helmar Care and Community Services Limited

Room 20 United Reformed Church, Eden Street,

Kingston Upon Thames

KT1 1HZ

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

1085423

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

HUMBLE HEALTHCARE LIMITED

9 Red Lion Court, Alexandra Road, Hounslow,

Middlesex

TW3 1JS

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

08864181

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Inspire Management Group Ltd

Siddeley House, Office 4-5, 50 Canbury Park Road,

Kingston Upon Thames

KT2 6LX

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

12206611

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

MNA HOME CARE SERVICES LTD

SABICHI HOUSE 5 WADSWORTH ROAD PERIVALE, GREENFORD

MIDDLESEX

UB6 7JD

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

6102135

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

My Homecare Kingston Ltd

17 Iris Road, West Ewell, Epsom,

Kingston Upon Thames

KT19 9NH

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

12084641

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

PRIORY CARE SERVICES LTD

84 FOXEARTH ROAD

SOUTH CROYDON

CR2 8EE

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

10850559

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Rapid Improvement Ltd

34-38 Upper Green East, Mitcham,

London

CR4 2PB

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

06129256

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

River Garden Care Ltd

Charles House 35 Widmore Road

Bromley

BR1 1RW

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

9131110

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

SOS Professional HomeCare Ltd

Trident Court, 1 Oakcroft Road, Chessington,

Surrey

KT9 1BD

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

9863939

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Support Direct Limited

Hanwell Community Centre, Westcott Crescent,

London

W7 1PD

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

08491746

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Clarity Ventures Ltd

Suite 7 Link House 140 Tolworth Broadway

Kingston

KT6 7HT

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

09586562

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Wandle Healthcare Services Ltd

10 Park Road, Smallfield, Horley,

Surrey,

RH6 9RZ

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

08816033

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Westminster Homecare Ltd

1 Cooden Sea Road, Bexhill on Sea,

East Sussex,

TN39 4SJ

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

03353584

The contractor is an SME

No

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

Total value of the contract/lot: £52,162,490

Section V. Award of contract

Contract No

Lot 2 Reablement

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 July 2021

V.2.2) Information about tenders

Number of tenders received: 41

Number of tenders received by electronic means: 41

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

V.2.3) Name and address of the contractor

Absolute Care Services Ltd

Courtyard House, 45 Church Street, Epsom,

Surrey,

KT17 4PW

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

04574534

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Alpenbest Limited

60 Wensleydale Road, Hampton,

Middlesex

TW12 2LX

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

06528232

The contractor is an SME

No

V.2.3) Name and address of the contractor

MNA HOME CARE SERVICES LTD

SABICHI HOUSE 5 WADSWORTH ROAD PERIVALE

GREENFORD MIDDLESEX

UB6 7JD

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

6102135

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

My Homecare Kingston Ltd

17 Iris Road, West Ewell, Epsom,

Surrey,

KT19 9NH

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

12084641

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Nomase Care Ltd

64 Floathaven Close,

London

SE28 8SN

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

08859648

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Rapid Improvement Ltd

34-38 Upper Green East, Mitcham,

England,

CR4 2PB

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

06129256

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Support Direct Limited

Hanwell Community Centre, Westcott Crescent,

London

W7 1PD

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

08491746

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Wandle Healthcare Services Ltd

10 Park Road, Smallfield, Horley,

Surrey,

RH6 9RZ

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Westminster Homecare Ltd

1 Cooden Sea Road, Bexhill on Sea,

East Sussex,

TN39 4SJ

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

03353584

The contractor is an SME

No

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

Total value of the contract/lot: £5,250,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

London Borough of Kingston Upon Thames

Guildhall 2, High Street

Kingston

KT1 1EU

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Royal Borough of Kingston upon Thames

Guildhall 2, High Street

Kingston Upon Thames

KT1 1EU