

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/023092-2023>

Contract

24 Hour Onsite First Responder Service

Karbon Homes

F03: Contract award notice

Notice identifier: 2023/S 000-023092

Procurement identifier (OCID): ocids-h6vhtk-033404

Published 8 August 2023, 2:48pm

Section I: Contracting authority

I.1) Name and addresses

Karbon Homes

Number Five, Gosforth Park Avenue

Newcastle

NE12 8EG

Email

brooke.hill@karbonhomes.co.uk

Telephone

+44 7534226001

Country

United Kingdom

NUTS code

UKC22 - Tyneside

Internet address(es)

Main address

<http://www.karbonhomes.co.uk/>

Buyer's address

<http://www.karbonhomes.co.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

24 Hour Onsite First Responder Service

Reference number

CA10444 - 220301T

II.1.2) Main CPV code

- 79342320 - Customer-care services

II.1.3) Type of contract

Services

II.1.4) Short description

Onsite first response care service within the Karbon older persons Extra Care Schemes.

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: £434,121.3

II.2) Description

II.2.1) Title

Weavers Court, Alnwick

Lot No

1

II.2.2) Additional CPV code(s)

- 79342320 - Customer-care services

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Tyneside

II.2.4) Description of the procurement

The provision of an on-site first response care and support service for older people with extra care needs, delivered by an on-site first response Care Team at Weavers Court, Swordy Drive, Alnwick NE66 1SZ - 58 Properties.

II.2.5) Award criteria

Quality criterion - Name: Management Structure / Weighting: 6.00%

Quality criterion - Name: Supervision / Weighting: 6.00%

Quality criterion - Name: Recruitment & Staffing / Weighting: 12.00%

Quality criterion - Name: Service Delivery / Weighting: 8.00%

Quality criterion - Name: Staff Training / Weighting: 12.00%

Quality criterion - Name: Performance Management / Weighting: 8.00%

Quality criterion - Name: Customer Service / Weighting: 8.00%

Price - Weighting: 40.00%

II.2.11) Information about options

Options: Yes

Description of options

49 month(s) from the commencement date, with 25 initial month(s) and option to extend 2x12 month(s)

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

The Manors, Prudhoe

Lot No

2

II.2.2) Additional CPV code(s)

- 79342320 - Customer-care services

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Tyneside

II.2.4) Description of the procurement

The provision of an on-site first response care and support service for older people with extra care needs, delivered by an on-site first response Care Team at The Manors, Adderlane Rd, Prudhoe NE42 5ET – 46 Properties.

II.2.5) Award criteria

Quality criterion - Name: Management Structure / Weighting: 6.00%

Quality criterion - Name: Supervision / Weighting: 6.00%

Quality criterion - Name: Recruitment & Staffing / Weighting: 12.00%

Quality criterion - Name: Service Delivery / Weighting: 8.00%

Quality criterion - Name: Staff Training / Weighting: 12.00%

Quality criterion - Name: Performance Management / Weighting: 8.00%

Quality criterion - Name: Customer Service / Weighting: 8.00%

Price - Weighting: 40.00%

II.2.11) Information about options

Options: Yes

Description of options

49 month(s) from the commencement date, with 25 initial month(s) and option to extend 2x12 month(s)

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

The Elms, Chester-le-Street

Lot No

3

II.2.2) Additional CPV code(s)

- 79342320 - Customer-care services

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Tyneside

II.2.4) Description of the procurement

The provision of an on-site first response care and support service for older people with extra care needs, delivered by an on-site first response Care Team at The Elms, Moorfoot

Ave, Chester le Street, DH2 3DQ – 54 Properties.

II.2.5) Award criteria

Quality criterion - Name: Management Structure / Weighting: 6.00%

Quality criterion - Name: Supervision / Weighting: 6.00%

Quality criterion - Name: Recruitment & Staffing / Weighting: 12.00%

Quality criterion - Name: Service Delivery / Weighting: 8.00%

Quality criterion - Name: Staff Training / Weighting: 12.00%

Quality criterion - Name: Performance Management / Weighting: 8.00%

Quality criterion - Name: Customer Service / Weighting: 8.00%

Price - Weighting: 40.00%

II.2.11) Information about options

Options: Yes

Description of options

49 month(s) from the commencement date, with 25 initial month(s) and option to extend 2x12 month(s)

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.1.8) 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: [2022/S 000-011623](#)

Section V. Award of contract

Contract No

CA10444

Lot No

1

Title

Weavers Court, Alnwick

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

8 August 2023

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Orchard Homecare Services Ltd

2 Ashfield Terrace , Front Street

Chester-Le-Street

DH3 3PD

Email

joseph@orchardhomecareservices.co.uk

Telephone

+44 1913890072

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<http://orchardhomecareservices.co.uk/>

The contractor is an SME

Yes

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

Total value of the contract/lot: £134,796.4

Section V. Award of contract

Contract No

CA10444

Lot No

2

Title

The Manors, Prudhoe

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

8 August 2023

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Burn Brae Care Limited

Prudhoe

NE42 5PU

Email

paulross@burnbraecare.co.uk

Telephone

+44 1661830111

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.burnbraecare

The contractor is an SME

Yes

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

Total value of the contract/lot: £163,829.6

Section V. Award of contract

Contract No

CA10444

Lot No

3

Title

The Elms, Chester-le-Street

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

8 August 2023

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Orchard Homecare Services Ltd

2 Ashfield Terrace , Front Street

Chester-Le-Street

DH3 3PD

Email

joseph@orchardhomecareservices.co.uk

Telephone

+44 1913890072

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<http://orchardhomecareservices.co.uk/>

The contractor is an SME

Yes

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

Total value of the contract/lot: £135,495.3

Section VI. Complementary information

VI.3) Additional information

The estimated contract value represents the upper limit of the total contract value taking into account all potential extensions, the potential scale of the contract and such changes to the scope/scale which may result from future operational requirements.

VI.4) Procedures for review

VI.4.1) Review body

Karbon Homes Limited

Number 5, Gorforth Park Avenue, Gorforth Business Park

Newcastle upon Tyne

NE12 8EG

Email

procurement@karbonhomes.co.uk

Country

United Kingdom

Internet address

www.karbonhomes.co.uk