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Contract

## **24 Hour Onsite First Responder Service**

Karbon Homes

F03: Contract award notice

Notice identifier: 2023/S 000-023092

Procurement identifier (OCID): ocds-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](mailto: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

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## **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

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## **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](#)

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## **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](mailto: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](mailto:paulross@burnbraecare.co.uk)

Telephone

+44 1661830111

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.burnbraecare](http://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

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### **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](mailto: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

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## **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](mailto:procurement@karbonhomes.co.uk)

Country

United Kingdom

Internet address

[www.karbonhomes.co.uk](http://www.karbonhomes.co.uk)