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Contract

Home Support Principal Provider - Areas of West and North Norfolk

Norfolk County Council

F03: Contract award notice

Notice identifier: 2024/S 000-028090

Procurement identifier (OCID): ocds-h6vhtk-04511b

Published 3 September 2024, 11:38am

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 1DH

Contact

Annie Southgate

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

www.norfolk.gov.uk

Buyer's address

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

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

Home Support Principal Provider - Areas of West and North Norfolk

Reference number

NCCT42879

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 has appointed one Principal provider to deliver home support services in each Primary Care Network (PCN) within Norfolk. The intention is that the Principal

Providers will deliver 70% of the hours and the remaining 30% will be delivered by a small number of PCN framework providers, whose appointment is subject to a separate procurement. This procurement was split into 7 lots, which covers PCNs in West and North of Norfolk: For the West area the lots are: 1. Coastal 2. Kings Lynn 3. Fens and Brecks 4. Swaffham and Downham For the North area the lots are: 5. NN16. NN27. NN3

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: £116,577,670

II.2) Description

II.2.1) Title

1. Coastal

Lot No

1

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

West Norfolk

II.2.4) Description of the procurement

Norfolk County Council has appointed one Principal provider to deliver home support services in the West area. This is for Lot 1. Coastal

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 85

Cost criterion - Name: Price / Weighting: 15

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.2.14) Additional information

Each area will have a different start date. 2 December 2024 for the North (NN1, NN2 and NN3) and 27 January 2025 for the West (Coastal, Kings Lynn, Fens & Brecks and Swaffham & Downham)

II.2) Description

II.2.1) Title

2. Kings Lynn

Lot No

2

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

Kings Lynn

II.2.4) Description of the procurement

Norfolk County Council has appointed one Principal provider to deliver home support services in the West area. This is for Lot 2. Kings Lynn

II.2.5) Award criteria

Quality criterion - Name: quality / Weighting: 85

Cost criterion - Name: Price / Weighting: 15

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.2.14) Additional information

Each area will have a different start date. 2 December 2024 for the North (NN1, NN2 and NN3) and 27 January 2025 for the West (Coastal, Kings Lynn, Fens & Brecks and Swaffham & Downham)

II.2) Description

II.2.1) Title

3. Fens and Brecks

Lot No

3

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

II.2.4) Description of the procurement

Norfolk County Council has appointed one Principal provider to deliver home support services in the West area. This is for Lot 3. Fens and Brecks

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 85

Cost criterion - Name: Price / Weighting: 15

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.2.14) Additional information

Each area will have a different start date. 2 December 2024 for the North (NN1, NN2 and NN3) and 27 January 2025 for the West (Coastal, Kings Lynn, Fens & Brecks and Swaffham & Downham)

II.2) Description

II.2.1) Title

4. Swaffham and Downham

Lot No

4

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

II.2.4) Description of the procurement

Norfolk County Council has appointed one Principal provider to deliver home support services in the West area. This was for 4. Swaffham and Downham

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 85

Cost criterion - Name: Price / Weighting: 15

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.2.14) Additional information

Each area will have a different start date. 2 December 2024 for the North (NN1, NN2 and NN3) and 27 January 2025 for the West (Coastal, Kings Lynn, Fens & Brecks and Swaffham & Downham)

II.2) Description

II.2.1) Title

5. North Norfolk 1

Lot No

5

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

II.2.4) Description of the procurement

Norfolk County Council has appointed one Principal provider to deliver home support services in the North area. This is for Lot5.North Norfolk 1

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 85

Cost criterion - Name: Price / Weighting: 15

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.2.14) Additional information

Each area will have a different start date. 2 December 2024 for the North (NN1, NN2 and NN3) and 27 January 2025 for the West (Coastal, Kings Lynn, Fens & Brecks and Swaffham & Downham)

II.2) Description

II.2.1) Title

6. North Norfolk 2

Lot No

6

II.2.2) Additional CPV code(s)

- 85310000 - Social work services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

II.2.4) Description of the procurement

Norfolk County Council has appointed one Principal provider to deliver home support services in the North area. This was for Lot 6. North Norfolk 2

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 85

Price - Weighting: 15

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.2.14) Additional information

Each area will have a different start date. 2 December 2024 for the North (NN1, NN2 and NN3) and 27 January 2025 for the West (Coastal, Kings Lynn, Fens & Brecks and Swaffham & Downham)

II.2) Description

II.2.1) Title

7. North Norfolk 3

Lot No

7

II.2.2) Additional CPV code(s)

- 85310000 - Social work services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

II.2.4) Description of the procurement

Norfolk County Council wishes to appoint one Principal provider to deliver home support services in the North area. This is for Lot 7. North Norfolk 3 Please note that our intention overall is to limit a provider to having a maximum of 50% of the PCNs in an area. Bidders

may apply for all lots in each area, but will be awarded no more than 2 for each area. If you have been successful in previous procurements, the number of lots you hold for an area will be taken into consideration.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 85

Price - Weighting: 15

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.2.14) Additional information

Each area will have a different start date. 2 December 2024 for the North (NN1, NN2 and NN3) and 27 January 2025 for the West (Coastal, Kings Lynn, Fens & Brecks and Swaffham & Downham)

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: [2024/S 000-011652](#)

Section V. Award of contract

Contract No

NCCT42879

Lot No

1

Title

Home Support Principal Provider for Areas of West & North Norfolk

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 August 2024

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 6

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 7

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Universal Care Services UK Ltd t/a Carewatch

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £11,766,643.2

Total value of the contract/lot: £11,726,208

Section V. Award of contract

Contract No

NCCT42879

Lot No

2

Title

Home Support Principal Provider for Areas of West & North Norfolk

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section V. Award of contract

Contract No

NCCT42879

Lot No

3

Title

Home Support Principal Provider for Areas of West & North Norfolk

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section V. Award of contract

Contract No

NCCT42879

Lot No

4

Title

Home Support Principal Provider for Areas of West & North Norfolk

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 August 2024

V.2.2) Information about tenders

Number of tenders received: 10

Number of tenders received from SMEs: 9

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 10

Number of tenders received by electronic means: 10

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

V.2.3) Name and address of the contractor

Hales Group Ltd

Peterborough

Country

United Kingdom

NUTS code

- UKH11 - Peterborough

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: £16,676,150.4

Total value of the contract/lot: £16,676,150.4

Section V. Award of contract

Contract No

NCCT42879

Lot No

5

Title

Home Support Principal Provider for Areas of West & North Norfolk

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 August 2024

V.2.2) Information about tenders

Number of tenders received: 10

Number of tenders received from SMEs: 10

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 10

Number of tenders received by electronic means: 10

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

V.2.3) Name and address of the contractor

Norvic Healthcare (Anglia) Limited

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

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: £14,597,206

Total value of the contract/lot: £14,597,206

Section V. Award of contract

Contract No

NCCT42879

Lot No

6

Title

Home Support Principal Provider for Areas of West & North Norfolk

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 August 2024

V.2.2) Information about tenders

Number of tenders received: 12

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 12

Number of tenders received by electronic means: 12

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

V.2.3) Name and address of the contractor

Manorcourt Care (Norfolk) Limited

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

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: £15,325,689.6

Total value of the contract/lot: £15,325,689.6

Section V. Award of contract

Contract No

NCCT42879

Lot No

7

Title

Home Support Principal Provider for Areas of West & North Norfolk

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 August 2024

V.2.2) Information about tenders

Number of tenders received: 13

Number of tenders received from SMEs: 10

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 13

Number of tenders received by electronic means: 13

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

V.2.3) Name and address of the contractor

Hales Group Ltd

Peterborough

Country

United Kingdom

NUTS code

- UKH11 - Peterborough

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £12,701,707.2

Total value of the contract/lot: £12,701,707.2

Section VI. Complementary information

VI.3) Additional information

The values indicated for each lot are based on the number of hours we predict for each lot per week multiplied by the total number of years each contract may run for,

VI.4) Procedures for review

VI.4.1) Review body

Norfolk County Council - Head of Sourcing

Norwich

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

NP Law - Norfolk

Norwich

Country

United Kingdom