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Awarded contract

Care At Home (Domiciliary Care)

CHESHIRE EAST COUNCIL

F20: Modification notice

Notice reference: 2021/S 000-031248

Published: 15 December 2021, 2:02pm

Section I: Contracting authority/entity

I.1) Name and addresses

CHESHIRE EAST COUNCIL

ADDRESS

Sandbach

POSTCODE

Contact

Louise Fenn

Email

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Telephone

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Country

United Kingdom

NUTS code

UKD6 - Cheshire

Internet address(es)

Main address

<https://www.cheshireeast.gov.uk/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Care At Home (Domiciliary Care)

Reference number

18 052

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.2) Description

II.2.1) Title

Care At Home - Framework Contract

Lot No

7

II.2.2) Additional CPV code(s)

- 85311000 - Social work services with accommodation

II.2.3) Place of performance

NUTS codes

- UKD6 - Cheshire

II.2.4) Description of the procurement at the time of conclusion of the contract:

The Council sought applications from a number of providers to deliver care at home services (formerly known as domiciliary care). Providers were expected to provide support to a full range of service users including those with complex health needs and end of life support at a level set out within the specification.

Suppliers offered a Framework Contract will not be guaranteed any specific volume of work, but will be offered an opportunity to bid for care packages should the Prime Providers named within a specific Lot area not be in a position to undertake the work available

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

48

Section IV. Procedure
IV.2) Administrative information**IV.2.1) Contract award notice concerning this contract**

Notice number: [2018/S 087-195553](#)

Section V. Award of contract/concession
Contract No

Care At Home - Framework Contract

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

20 August 2018

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Aceso Services Ltd

Nantwich

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Affinity Homecare (Cheshire) Ltd

Wilmslow

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

AMG Consultancy Services Ltd t/a AMG Nursing and Care Services

Stone

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Archangel Enterprises Ltd

Colwich

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Carers Trust 4all (trading name of Crossroads Care Cheshire Manchester and Merseyside

Ltd)

Congleton

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Choice Support

London

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Eden Care Services Ltd

Sandbach

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Evolving Care Ltd

Crewe

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Homecare4U Ltd

Wisemore

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

InSafeHands Ltd

Nantwich

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

JSH Care Services Ltd trading as Kare Plus Cheshire

Holmes Chapel

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Special People North Ltd

Alderley Edge

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Spiritual Inspiration Ltd

Middlewich

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Teasdale Healthcare Ltd

Newcastle

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

The Human Support Group Ltd

Didsbury

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Care Needs Ltd

Stockport

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Clarity Homecare Ltd

Mansfield

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Happy Valley Home Care Ltd

Macclesfield

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

H.G. Care Services Ltd

Manchester

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

LilyRose Care Group Ltd

Stoke-on-Trent

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Platinum Care Cheshire Ltd

Sandbach

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Routes Healthcare (North) Ltd

Macclesfield

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

SOS Homecare Ltd

Manchester

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Cheshire East Homecare Ltd (T/A SureCare Cheshire East)

Manchester

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Valleywood Care Ltd

crewe

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Ablewell Ltd T/A Ablewell Care

Macclesfield

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

iCare Solutions Manchester Ltd

Manchester

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Agincare UK Ltd

Portland

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Cheshire Homecare Ltd (T/A SureCare Central Cheshire)

Crewe

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Care at Home Group Ltd

Warrington

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Cheshire Rural Care Ltd

Nantwich

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Guinness Care and Support Ltd

Bristol

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Sylk Care Ltd

Macclesfield

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £65,085,276

Section VI. Complementary information

VI.3) Additional information

Overall value of contract is being increased by £11.3m, this is being applied to Lot 7 only.

This modification is to extend the original contract term from 2nd Sept.'22 by 12 months to 2nd Sept.'23.

The sector is currently facing an unprecedented crisis and our existing contracted providers are struggling to deliver commissioned services due to the national staffing crisis throughout the care sector.

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

London

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 85000000 - Health and social work services

VII.1.2) Additional CPV code(s)

- 85311000 - Social work services with accommodation

VII.1.3) Place of performance

NUTS code

- UKD6 - Cheshire

VII.1.4) Description of the procurement:

The Council is seeking Providers to deliver Care at Home Services (formerly known as domiciliary care). Providers will be expected to provide support to a full range of Service Users including those with complex health needs and end of life support at a level set out within this specification. As such, the Service is being jointly commissioned by Cheshire East Council, Eastern Cheshire Clinical Commissioning Group and South Cheshire Clinical Commissioning Group. The care at home framework will be used to commission care for Adults to enable Service Users to remain in their own homes wherever possible, whilst preserving maximum independence, minimising risks, achieving outcomes and promoting quality of life. Provision is expected to complement and support informal carers where appropriate.

Suppliers who are offered a framework contract will not be guaranteed any specific volume of work, but will be offered an opportunity to bid for care packages should the prime providers named within a specific Lot area not be in a position to undertake the work available.

The principle objective of the service is to enable Service Users to remain in their own homes wherever possible, whilst preserving maximum independence, minimising risks, achieving outcomes and promoting quality of life. Provision is expected to complement and support informal carers where appropriate.

The tender is divided into 10 Lots and will be evaluated on the basis of the Most Economically Advantageous Tender (MEAT)

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

48

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£65,085,276

VII.1.7) Name and address of the contractor/concessionaire

Various - as originally detailed

Cheshire

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor/concessionaire is an SME

Yes

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Contracts will be extended with framework providers for an additional 12 month period until 2nd September 2023. This applies to all current providers: Affinity Homecare (Cheshire) Ltd

AMG Consultancy Services

Aceso Services Ltd

Carers Trust 4 All

Choice Support

Eden Care Services

Evolving Care Limited

Homecare 4 U Ltd

In Safe Hands

Infinite Care

Kare Plus Cheshire

Special People North

Spiritual Inspiration

Teasdale Healthcare

The Human Support Group

Acacia Homecare

Care needs Ltd

Care Mark

Clarity Homecare Ltd

Happy Valley Home care limited

H. G. Care Services Limited

Platinum care

Routes Healthcare (North) Limited

SOS Homecare

Sure Care

Valleywood Care Limited

I-Care Solutions Manchester

Lily Rose

Ablewell Limited T/A Ablewell Care

Care Plus Home care Service Ltd

Surecare Central

Care at Home Group

Cheshire Rural Care

Agincare UK Ltd

Guinness Care

Sylk Care

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

The care sector is currently facing an unprecedented crisis and existing contracted providers are struggling to deliver commissioned services due to the national staffing crisis throughout the care sector, hence the need to extend to provide stability rather than re-tender in the current climate.

The crisis has been exacerbated by a number of factors including a reduced pool of potential employees, burn out of long term staff resulting in high numbers of people leaving the care sector, other sectors being able to offer more competitive salaries, staff working in the sector feeling under valued.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £65,085,276

Total contract value after the modifications

Value excluding VAT: £76,385,276