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Contract

Home Care (Domiciliary Care) Flexible Framework

London Borough of Sutton

F03: Contract award notice

Notice identifier: 2023/S 000-035092

Procurement identifier (OCID): ocds-h6vhtk-03a32e

Published 28 November 2023, 3:02pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Sutton

Civic Offices, St Nicholas Way

Sutton

SM1 1EA

Contact

Mr Steve Hoy

Email

steve.hoy@sutton.gov.uk

Telephone

+44 2087705911

Country

United Kingdom

Region code

UKI63 - Merton, Kingston upon Thames and Sutton

Internet address(es)

Main address

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

Buyer's address

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

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 Care (Domiciliary Care) Flexible Framework

Reference number

DN613429

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 London Borough of Sutton (the council) intends to commission Home Care and Support services to support the independence and wellbeing of Sutton service users with care needs. It is a priority for the council that Sutton citizens are able to live independently at home. The council wishes to commission personalised, enabling and re-abling home care services which support people to retain their independence and continue to live in their own homes. The ultimate aim is that the quality of life of Sutton residents receiving home care services is enhanced.

Home Care (Domiciliary Care) is one of the main care and support options provided to enable Service Users to maintain their independence and quality of life in their own home. The primary function of the home care service is to deliver bespoke care and support that maintains and improves wellbeing, independence and resilience appropriate to individual Service User circumstances, prevailing state of health, and personal aspirations - to live a full a life as possible: safe and independent at home.

The London Borough of Sutton new model will be commissioned in accordance with Regulation 74 of the Public Contract Regulations 2015 (Light Touch Regime for Health and Social Care) allowing the commissioning of this contract by means of a Lot based, Flexible Framework which will be re-opened periodically as detailed within the tender documentation during the 5 year framework duration.

The Council is seeking high quality, local Domiciliary Care Providers who are registered with, and inspected by, the Care Quality Commission (CQC) to work with us in the

delivery of a new patch based service model for home care arrangements commissioned by the council on behalf of older and disabled people with assessed care needs.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £82,900,000 / Highest offer: £90,500,000 taken into consideration

II.2) Description

II.2.1) Title

Lot No

1

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal 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 - (Patch Lots 1-11) comprising of:

Patch 1: Care and Support for Older People and Adults with Physical Disabilities, Sensory impairment and/or Other Long Term Conditions - Worcester Park South and Worcester Park North.

Patch 2: Care and Support for Older People and Adults with Physical Disabilities, Sensory Impairment and/or Other Long Term Conditions - North Cheam and Stonecot;

Patch 3: Care and Support for Older People and Adults with Physical Disabilities, Sensory Impairment and/or Other Long Term Conditions - Sutton West and East Cheam, and Cheam

Patch 4: Care and Support for Older People and Adults with Physical Disabilities, Sensory Impairment and/or Other Long Term Conditions - Sutton North

Patch 5: Care and Support for Older People and Adults with Physical Disabilities, Sensory Impairment and/or Other Long Term Conditions - Sutton Central and Carshalton Central

Patch 6: Care and Support for Older People and Adults with Physical Disabilities, Sensory Impairment and/or Other Long Term Conditions - South Sutton and Belmont

Patch 7: Care and Support for Older People and Adults with Physical Disabilities, Sensory Impairment and/or Other Long Term Conditions - St Helier West and St Helier East

Patch 8: Care and Support for Older People and Adults with Physical Disabilities, Sensory Impairment and/or Other Long Term Conditions - The Wrythe

Patch 9: Care and Support for Older People and Adults with Physical Disabilities, Sensory Impairment and/or Other Long Term Conditions - Wallington North and Hackbridge

Patch 10: Care and Support for Older People and Adults with Physical Disabilities, Sensory Impairment and/or Other Long Term Conditions - South Beddington, Roundshaw and Beddington

Patch 11: Care and Support for Older People and Adults with Physical Disabilities, Sensory Impairment and/or Other Long Term Conditions - Carshalton South, Clockhouse and Wallington South

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

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 No

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

II.2.4) Description of the procurement

Lot 2 - (Patch 12) comprising of:

(Patch 12: Care and Support for Adults with Autism, Learning Disabilities and/or Mental Health Needs - West (Worcester Park South, Worcester Park North, North Cheam, Stonecot, Sutton West, East Cheam and Cheam, Sutton North, Sutton Central, South Sutton, Belmont)

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

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 No

3

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

II.2.4) Description of the procurement

Lot 3 - (Patch 13) comprising of:

Patch 13: Care and Support for Adults with Autism, Learning Disabilities and/or Mental Health Needs - East (St Helier West, St Helier East, The Wrythe, Carshalton Central, Wallington North, Hackbridge, South Beddington and Roundshaw, Beddington, Carshalton South and Clockhouse, Wallington South)

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

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 No

4

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

II.2.4) Description of the procurement

Lot 4 - Approved Provider List (APL) comprising of:

Call-Off from pool of approved care suppliers to provide Care and Support for all Service User Groups identified in Lots 1 to 13 as back up to the Patch Lead provision.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

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: [2023/S 000-003583](#)

Section V. Award of contract

Contract No

DN613429

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

21 July 2023

V.2.2) Information about tenders

Number of tenders received: 50

Number of tenders received from SMEs: 44

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 50

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

V.2.3) Name and address of the contractor

Unique Personnel (UK) Limited

256 Brixton Hill

London

SW12 1HF

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

Alpenbest Care

Crown House Stephenson Road Severalls Industrial Park

Colchester

CO4 9QR

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

No

V.2.3) Name and address of the contractor

Westminster Homecare Ltd

Symal House, 423 Edgware Road

London

NW9

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

No

V.2.3) Name and address of the contractor

Absolute Care Services

Courtyard House 45 Shurch Street

Epsom

KT17 4PW

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

No

V.2.3) Name and address of the contractor

Supreme Care Services Limited

9 Crown Parade Crown Lane

Morden

CR5 3LL

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

No

V.2.3) Name and address of the contractor

Vista Care Solutions

3-9 Ballam Street

Plaistow

E13 8EB

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

Avant Healthcare Services Ltd

Vista Office Centre 50 Salisbury Road

Hounslow

TW4 6JQ

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

GA Professional Healthcare Ltd

Weatherill House Business Centre, 23 Whitestone Way

Croydon

CR0 4WF

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

Kare 4 You Surrey

1-3 East Street Adelphi Court

Epsom

KT17

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

River Garden Care

STC House 7 Elmfield Road

Bromley

BR1 1LT

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

Aspire Care Services

2 Streatham High Road

Lambeth

SW16 1HS

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

Yes

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

Lowest offer: £66,100,000 / Highest offer: £72,000,000 taken into consideration

Section V. Award of contract

Contract No

DN613429

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

21 July 2023

V.2.2) Information about tenders

Number of tenders received: 16

Number of tenders received from SMEs: 16

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 16

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

V.2.3) Name and address of the contractor

Vista Care Solutions

3-9 Balaam Street

Plaistow

E13 8EB

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

Yes

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

Lowest offer: £3,900,000 / Highest offer: £4,200,000 taken into consideration

Section V. Award of contract

Contract No

DN613429

Lot No

3

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

21 July 2023

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: 0

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

Unique Personnel (UK) Limited

256 Brixton Hill

London

SW2 1HF

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

Yes

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

Lowest offer: £5,000,000 / Highest offer: £5,800,000 taken into consideration

Section V. Award of contract

Contract No

DN613429

Lot No

4

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

21 July 2023

V.2.2) Information about tenders

Number of tenders received: 44

Number of tenders received from SMEs: 39

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 44

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

V.2.3) Name and address of the contractor

Priory Care Services Ltd

21 Ledbury Place

Croydon

CR0 1ET

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

Angels Place Health and Social Care t/a Lexwin Trading Ltd

Unit 6 Mentmore House

Orpington

BR5 3QF

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Profad Care Agency Limited

Unit 3&5 1 Bethwin Street

Camberwell

SE5

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

Premium Homecare Ltd

17 Gordon Road

Carshalton

SM5 3RG

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

Bio Lumineux Health Care Ltd

283 High Street North

East Ham

E12 6SL

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

Crystalline Business Solutions Limited

Office 2 Butter Hill

Wallington

SM6 7JD

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

Wandle Healthcare Services

12 Deer Park Road Lombard Business Park

London

SW19 3TL

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

J C Michael Groups Ltd

38 Beaufort Court Admirals Way

Greater London

E14 9XL

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

Pivot Care Group Limited

Capitol House 662 Sutton

Sutton

SM3 9BY

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

Rose Care Services

7 St Georges Parade Perry Hill

Catford

SE6 4DT

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

Verity Group Limited

210 Church Road Gateway Business Centre

London

E10 7JQ

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

Care More

4 Tudor Court Brighton Road

Sutton

SM2 5AE

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

SenaCare Ltd

1A Northumberland Parade, Station Road

Harrow

HA2 7SW

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

Mercury Care Services Ltd

781-781A London Road

Thornton Heath

CR7 6AW

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

Stick Care Ltd

Suite 306 3rd Floor Roycraft House Linton Road

Barking

IG11 8HE

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

Yes

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

Lowest offer: £7,900,000 / Highest offer: £8,500,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom