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Contract

Home Support Principal Provider for East/NN4 Primary Care Networks

Norfolk County Council

F03: Contract award notice

Notice identifier: 2023/S 000-035632

Procurement identifier (OCID): ocids-h6vhtk-03f896

Published 4 December 2023, 12:11pm

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

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 for East/NN4 Primary Care Networks

Reference number

NCCT42687

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 2 principal providers to deliver home support services in NN4 Primary Care Network and Gorleston Primary Care Network. The principal providers will deliver 70% of the hours and the remaining 30% will be delivered by a small number of framework providers, whose appointment is subject to a separate procurement. This procurement was split into 2 lots, which cover: • Gorleston • NN4

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: £50,435,000

II.2) Description

II.2.1) Title

Gorleston PCN

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85140000 - Miscellaneous health services
- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

Main site or place of performance

Gorleston

II.2.4) Description of the procurement

The appointment of a principal provider to deliver 70% of the total hours available in the Gorleston PCN. Please note that the estimate value is excluding VAT and any price increases that maybe agreed during the life of the contract. The value is an estimate for the whole life of the contract which is 10 years. The value of this contract will fluctuate depending on the hours required in the PCN area.

II.2.5) Award criteria

Quality criterion - Name: Workforce, Resilience, Carbon , Collaboration, Service Development, Implementation, Quality Assurance, Challenges, Interview / Weighting: 75%

Price - Weighting: 25%

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

NN4 PCN

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85140000 - Miscellaneous health services
- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

NN4

II.2.4) Description of the procurement

The appointment of a principal provider to deliver 70% of the total hours available in the

NN4 PCN. Please note that the estimate value is excluding VAT and any price increases that maybe agreed during the life of the contract. The value of this contract will fluctuate depending on the hours required in the PCN area. The estimate value included is for the whole term of the contract which is 10 years.

II.2.5) Award criteria

Quality criterion - Name: Workforce, Resilience, Carbon , Collaboration, Service Development, Implementation, Quality Assurance, Challenges, Interview / Weighting: 75%

Price - Weighting: 25%

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.1.8) 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 000-025664](#)

Section V. Award of contract

Lot No

1

Title

Gorleston PCN

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 November 2023

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 3

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: 6

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

V.2.3) Name and address of the contractor

One to One Homecare Agency Limited

Excelsior House, 9 Quay View Business Park, Barnards Way, NR32 2HD

Lowestoft

NR32 2HD

Country

United Kingdom

NUTS code

- UKH14 - Suffolk

National registration number

04260465

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: £28,787,720

Total value of the contract/lot: £54,167.94

Section V. Award of contract

Lot No

2

Title

NN4 PCN

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 November 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 3

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: 4

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

V.2.3) Name and address of the contractor

Hales Group Ltd

10 Flag Business Exchange, Vicarage Farm Road, Peterborough, PE15 5TX

Peterborough

PE15 5TX

Country

United Kingdom

NUTS code

- UKH12 - Cambridgeshire CC

National registration number

3756814

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: £21,647,600

Total value of the contract/lot: £44,186.04

Section VI. Complementary information

VI.3) Additional information

Precise information on deadline(s) for lodging appeals: The Public Contracts Regulations 2015 (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Proceedings must be brought within 30 days from the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the Court considers that there is good reason for extending the period within which proceedings may be brought, in which case the Court may extend that period up to a maximum of 3 months from the date of knowledge.

VI.4) Procedures for review

VI.4.1) Review body

Norfolk County Council (nplaw)

Norwich

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom