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Contract

## **Support at Home (Domiciliary Care) Services - North East Lincolnshire**

NHS HUMBER AND NORTH YORKSHIRE INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-036999

Procurement identifier (OCID): ocids-h6vhtk-04dd5c

Published 3 July 2025, 9:38am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS HUMBER AND NORTH YORKSHIRE INTEGRATED CARE BOARD

Health House, Grange Park Lane, Willerby

East Riding of Yorkshire

HU106DT

#### **Email**

[hnyicb.procurement@nhs.net](mailto:hnyicb.procurement@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKE12 - East Riding of Yorkshire

**NHS Organisation Data Service**

QQQ

**Internet address(es)**

Main address

<https://humberandnorthyorkshire.icb.nhs.uk>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Support at Home (Domiciliary Care) Services - North East Lincolnshire

Reference number

C337775

**II.1.2) Main CPV code**

- 85000000 - Health and social work services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

NHS Humber and North Yorkshire Integrated Care Board (hereafter the Contracting Authority) is seeking to commission Support at Home (Domiciliary Care) Services - North East Lincolnshire through an Open procurement process.

This procurement seeks to ensure the delivery of four distinct service lots to meet the needs of adults requiring Support at Home (Domiciliary Care) across North East

Lincolnshire (NEL).

The Contracting Authority wishes to establish three (3) Providers for Lot 1 consisting of three (3) Geographical Lead 'Locality Providers'; and one (1) Lead Provider per each of Lots 2-4 consisting of: one (1) Lead Provider for Enhanced Support at Home; one (1) Lead Provider for Carers Breaks; and one (1) Lead Provider for System Resilience.

#### 1. Geographical Areas (Lot 1 (a, b, and c))

- Delivery of high-quality domiciliary care services to individuals living within their specified geographical area.
- Implementation and development of the 'Teams not Times' model that improves responsiveness, flexibility and person-centred support.
- Includes management of existing extra care housing (2 schemes) (where applicable) to support independent living.
- Services must focus on maintaining independence, reducing risk, improving the quality of life, and maintaining people in their homes for longer.

#### 2. Enhanced Support at Home (Lot 2)

- Provision of intensive support to individuals with complex care needs.
- Includes promoting health resilience and avoiding unnecessary hospital admissions.

#### 3. Carers Breaks Provision (Lot 3)

- Delivery of flexible respite care to support informal carers.
- Must include planned and emergency breaks with tailored services to meet carers' and service users' needs.

#### 4. System Resilience Provision (Lot 4)

- Support during peak times and emergencies.
- Services include short-term interventions to stabilise individuals and facilitate timely discharges from acute settings.

### **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: £58,074,170

## **II.2) Description**

### **II.2.1) Title**

Geographical Areas

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

### **II.2.3) Place of performance**

NUTS codes

- UKE13 - North and North East Lincolnshire

### **II.2.4) Description of the procurement**

Support at Home (Domiciliary Care) Services

### **II.2.5) Award criteria**

Cost criterion - Name: Price is not the only award criterion and all criteria are stated only in the procurement documents / Weighting: 100

### **II.2.11) Information about options**

Options: Yes

Description of options

Option to extend the term for a period of twenty-four (24) additional months in twelve (12) month increments beyond the initial contracted duration by agreement between the Contracting Authority and the Provider.

## **II.2) Description**

### **II.2.1) Title**

## Enhanced Support at Home

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

### **II.2.3) Place of performance**

NUTS codes

- UKE13 - North and North East Lincolnshire

### **II.2.4) Description of the procurement**

NHS Humber and North Yorkshire Integrated Care Board (hereafter the Contracting Authority) is seeking to commission Support at Home (Domiciliary Care) Services - North East Lincolnshire through an Open procurement process.

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#### **1. Geographical Areas (Lot 1 (a, b, and c))**

- Delivery of high-quality domiciliary care services to individuals living within their specified geographical area.
- Implementation and development of the 'Teams not Times' model that improves responsiveness, flexibility and person-centred support.
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## 2. Enhanced Support at Home (Lot 2)

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- Includes promoting health resilience and avoiding unnecessary hospital admissions.

## 3. Carers Breaks Provision (Lot 3)

- Delivery of flexible respite care to support informal carers.
- Must include planned and emergency breaks with tailored services to meet carers' and service users' needs.

## 4. System Resilience Provision (Lot 4)

- Support during peak times and emergencies.
- Services include short-term interventions to stabilise individuals and facilitate timely discharges from acute settings.

### **II.2.5) Award criteria**

Cost criterion - Name: Price is not the only award criterion and all criteria are stated only in the procurement documents / Weighting: 100

### **II.2.11) Information about options**

Options: Yes

Description of options

Option to extend the term for a period of twenty-four (24) additional months in twelve (12) month increments beyond the initial contracted duration by agreement between the Contracting Authority and the Provider.

## **II.2) Description**

### **II.2.1) Title**

Carers Breaks Provision

Lot No

3

## **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

## **II.2.3) Place of performance**

NUTS codes

- UKE13 - North and North East Lincolnshire

## **II.2.4) Description of the procurement**

NHS Humber and North Yorkshire Integrated Care Board (hereafter the Contracting Authority) is seeking to commission Support at Home (Domiciliary Care) Services - North East Lincolnshire through an Open procurement process.

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- Delivery of high-quality domiciliary care services to individuals living within their specified geographical area.
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### **2. Enhanced Support at Home (Lot 2)**

- Provision of intensive support to individuals with complex care needs.
- Includes promoting health resilience and avoiding unnecessary hospital admissions.

### 3. Carers Breaks Provision (Lot 3)

- Delivery of flexible respite care to support informal carers.
- Must include planned and emergency breaks with tailored services to meet carers' and service users' needs.

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- Services include short-term interventions to stabilise individuals and facilitate timely discharges from acute settings.

#### **II.2.5) Award criteria**

Cost criterion - Name: Price is not the only award criterion and all criteria are stated only in the procurement documents / Weighting: 100

#### **II.2.11) Information about options**

Options: Yes

Description of options

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## **II.2) Description**

### **II.2.1) Title**

System Resilience Provision

Lot No

4

### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

### **II.2.3) Place of performance**



NUTS codes

- UKE13 - North and North East Lincolnshire

#### **II.2.4) Description of the procurement**

NHS Humber and North Yorkshire Integrated Care Board (hereafter the Contracting Authority) is seeking to commission Support at Home (Domiciliary Care) Services - North East Lincolnshire through an Open procurement process.

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##### **1. Geographical Areas (Lot 1 (a, b, and c))**

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service users' needs.

#### 4. System Resilience Provision (Lot 4)

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#### **II.2.5) Award criteria**

Cost criterion - Name: Price is not the only award criterion and all criteria are stated only in the procurement documents / Weighting: 100

#### **II.2.11) Information about options**

Options: Yes

Description of options

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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: [2025/S 000-004400](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

19 May 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 38

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

#### **V.2.3) Name and address of the contractor**

Humberside Independent Care Association Limited

Unit 1-4 Anchor Court, 160 Francis Street

Hull

HU2 8DT

Country

United Kingdom

NUTS code

- UKE1 - East Yorkshire and Northern Lincolnshire

Companies House

IP27662R

The contractor is an SME

Yes

#### **V.2.3) Name and address of the contractor**

HALES GROUP LIMITED

Flag Business Exchange Vicarage Farm Road

Peterborough

PE1 5TX

Country

United Kingdom

NUTS code

- UKH1 - East Anglia

Companies House

03756814

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

COMFORT CALL LIMITED

7-9 Blue Sky Way Monkton Business Park South

Nottingham

NE31 2EQ

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

Companies House

05763279

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Health Now Ltd

Hersham Farm House Hersham Farm Business Park

Chertsey

KT16 0DN

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

Companies House

13335901

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Nurtrio Ltd

Unit 5, Acorn Business Park

Grimsby

DN32 0LT

Country

United Kingdom

NUTS code

- UKE13 - North and North East Lincolnshire

Companies House

06204479

The contractor is an SME

Yes

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

Total value of the contract/lot: £58,074,170

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**Section VI. Complementary information**

**VI.4) Procedures for review**

**VI.4.1) Review body**

NHS England Independent Patient Choice and Procurement Panel

London

Country

United Kingdom

Internet address

<https://www.england.nhs.uk/commissioning/how-commissioning-is-changing/nhs-provider-selection-regime/independent-patient-choice-and-procurement-panel/>