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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): ocds-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

Country

United Kingdom

Region code

UKE12 - East Riding of Yorkshire

NHS Organisation Data Service

QOQ

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

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

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II.2) Description

II.2.1) Title

Carers Breaks Provision

Lot No

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

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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

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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](#)

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

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/>