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Tender

Home Support - Framework Agreement for South Norfolk

Norfolk County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-037641

Procurement identifier (OCID): ocds-h6vhtk-04fac4 ([view related notices](#))

Published 7 July 2025, 9:33am

Scope

Reference

NCCT43045

Description

The Council wishes to appoint a number of framework providers to deliver home support services in each Primary Care Network (PCN). The intention is that these providers will deliver 30% of the hours and the remaining 70% will be delivered by a Principal Provider (appointed through a separate procurement) for the PCN.

This procurement is split into 4 lots, which covers PCNs in South Norfolk:

The lots area:

1. Mid Norfolk
2. Breckland
3. Ketts Oak

4. SNHIP

Please note that our intention overall is to limit a provider to having a maximum of 50% of the PCNs in an area.

Bidders may apply for all lots in each area, but will be awarded no more than two Lots for this procurement process.

Commercial tool

Establishes a framework

Total value (estimated)

- £43,804,800 excluding VAT
- £52,565,760 including VAT

Above the relevant threshold

Contract dates (estimated)

- 6 January 2026 to 5 January 2031
- Possible extension to 5 January 2036
- 10 years

Description of possible extension:

Potential contract extension for a further 60 months.

Main procurement category

Services

CPV classifications

- 85312000 - Social work services without accommodation

Lot constraints

Description of how multiple lots may be awarded:

Please note that our intention overall is to limit a provider to having a maximum of 50% of the PCNs in an area.

Bidders may apply for all lots in each area, but will be awarded no more than two Lots for this procurement process.

Lot 1. Mid Norfolk

Description

The Council wishes to appoint a number of framework providers to deliver home support services in Mid Norfolk, Primary Care Network (PCN). The intention is that these providers will deliver 30% of the hours and the remaining 70% will be delivered by a Principal Provider (appointed through a separate procurement) for the PCN.

Lot value (estimated)

- £8,929,440 excluding VAT
- £10,715,328 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Breckland

Description

The Council wishes to appoint a number of framework providers to deliver home support services in Breckland, Primary Care Network (PCN). The intention is that these providers will deliver 30% of the hours and the remaining 70% will be delivered by a Principal Provider (appointed through a separate procurement) for the PCN.

Lot value (estimated)

- £8,620,560 excluding VAT
- £10,344,672 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Kett's Oak

Description

The Council wishes to appoint a number of framework providers to deliver home support services in Kett's Oak, Primary Care Network (PCN). The intention is that these providers will deliver 30% of the hours and the remaining 70% will be delivered by a Principal Provider (appointed through a separate procurement) for the PCN.

Lot value (estimated)

- £13,787,280 excluding VAT
- £16,544,736 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4. SNHIP

Description

The Council wishes to appoint a number of framework providers to deliver home support services in SNHIP, Primary Care Network (PCN). The intention is that these providers will deliver 30% of the hours and the remaining 70% will be delivered by a Principal Provider (appointed through a separate procurement) for the PCN.

Lot value (estimated)

- £12,467,520 excluding VAT
- £14,961,024 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

0%

Framework operation description

The maximum number of applicants admitted to the framework under each lot is 3 providers. A Framework Agreement is a contract between a contracting authority and one or more suppliers that provides for the future award of contracts by that contracting authority to the supplier or suppliers.

When entering into contracts from the Framework Agreement, the Council will use the call-off terms and conditions included as a Schedule to the Terms and Conditions of Contract in accordance with the Framework Agreement.

A guide has been produced for Suppliers who are bidding for a place on the Framework Agreement, explaining how Frameworks operate: this is included in the application pack.

Please note that your response to this application will form part of the supplier catalogue provided to users of the framework.

It is envisaged the framework providers in each PCN will share 30% of the hours being delivered with the Principal Provider delivering 70%. Please note that there is no guarantee of work under this framework agreement.

Each time the Council has a requirement it will either:

- hold a competition involving all suppliers capable of performing the contract. This will involve inviting bids from Suppliers on the framework and will be scaled to the size and complexity of the requirement ("Further Competition")

or

- directly award a contract to one supplier from information supplied in this Invitation to Tender and from the prices submitted in the price schedule ("Direct Award")

The Council and any nominated users of the Framework Agreement reserve the right to conduct Further Competitions using the Competitive Flexible procedure where appropriate.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Establishing party only

Participation

Technical ability conditions of participation

Lot 1. Mid Norfolk

Lot 2. Breckland

Lot 3. Kett's Oak

Lot 4. SNHIP

As specified in the request to participate document

Particular suitability

Lot 1. Mid Norfolk

Lot 2. Breckland

Lot 3. Kett's Oak

Lot 4. SNHIP

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Submission type

Requests to participate

Deadline for requests to participate

11 August 2025, 11:00am

Submission address and any special instructions

This procurement will be managed electronically via the Council's e-procurement system. To participate in this procurement, applicants must first be registered on <https://in-tendhost.co.uk/norfolkcc>. Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc/asp/BUYERPROFILES>. Once registered you will be able to see the procurement project under 'tenders' section and 'express an interest' to view the documentation. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +448442728810 or emailing support@in-tend.co.uk

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

Lot 1. Mid Norfolk

Lot 2. Breckland

Lot 3. Kett's Oak

Lot 4. SNHIP

Maximum 5 suppliers per lot

Selection criteria:

per lot

Award decision date (estimated)

5 January 2026

Award criteria

Name	Type	Weighting
Understanding the Service	Quality	50%
Performance Monitoring	Quality	30%
Operating Challenges	Quality	20%

Other information

Payment terms

As per the terms and conditions issued with this procurement.

Description of risks to contract performance

Please note that Norfolk County Council has joined the government's Devolution Priority Programme.

This process has the potential to lead to the establishment of a county combined authority for Norfolk and Suffolk, with strategic powers, headed by an elected mayor.

Government has also invited participation by Norfolk in Local Government Review. This process has the potential to lead to unitary local government in Norfolk. One of these changes could happen without the other. The contract may be assigned or novated to any successor authority(ies) to Norfolk County Council or to any joint body incorporating or formed by any such successor. The County Council or a successor authority or joint body may order services on behalf of other local authorities serving any area within Norfolk's current geographical boundaries.

Applicable trade agreements

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Light touch

Competitive flexible procedure description

The process will be as follows: -

1. Bidders will complete the Request to Participate document and submit in accordance with the timelines at section 5 of this Request to Participate.
2. If there are 5 bidders or less for each lot who pass Form B, C and D of the Request to Participate then those bidders will be invited to submit a final tender.
3. If there are more than 5 bidders who pass Form B, C and D, then the Council will evaluate the responses to Form E and will take through the top 5 scored bids for each lot. The Request to Participate will be scored in accordance with the process set out in this

Request to Participate document.

4. The Council will inform all those who are successfully shortlisted or unsuccessful.

5. Those who have been shortlisted will be sent the Invitation to Tender document. Bidders are to answer the questions in form F and return the submission by the given deadline.

6. The Council will evaluate the responses to the Invitation to Tender and award scores based on the evaluation process described in the Invitation to Tender document.

The Council wishes to appoint up to 3 Framework providers to deliver home support services in each Primary Care Network (PCN) within Norfolk.

Documents

Associated tender documents

[Appendix A - T&C.zip](#)

[Request to Participate Framework VF 3.7.25.docx](#)

[Appendix 1 - GP PCN details.xlsx](#)

[ITT New Regs Framework VF 3.7.25.docx](#)

[Framework Guide for Applicants.docx](#)

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Email: sourcingteam@norfolk.gov.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government