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Contract

Provision of generalist Home Care Services

Gateshead Council

F03: Contract award notice

Notice identifier: 2024/S 000-040163

Procurement identifier (OCID): ocds-h6vhtk-04849c

Published 12 December 2024, 5:04pm

Section I: Contracting authority

I.1) Name and addresses

Gateshead Council

Civic Centre, Regent Street

GATESHEAD

NE81HH

Contact

Ashleigh Billingham

Email

ashleighbillingham@gateshead.gov.uk

Telephone

+44 1914334273

Country

United Kingdom

Region code

UKC22 - Tyneside

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.gateshead.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

Provision of generalist Home Care Services

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of Generalist Home Care across all Service User groups, including but not limited to older people, individuals with learning and/or physical disabilities, mental health conditions, palliative care and end of life care funded by the Council

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: £70,278,000

II.2) Description

II.2.1) Title

Sub Zone 1A

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

II.2.4) Description of the procurement

Provision of Generalist Home Care across all Service User groups, including but not limited to older people, individuals with learning and/or physical disabilities, mental health conditions, palliative care and end of life care funded by the Council

II.2.5) Award criteria

Quality criterion - Name: DBS Confirmation / Weighting: pass/fail

Quality criterion - Name: transitional arrangements / Weighting: 17%

Quality criterion - Name: workforce / Weighting: 15%

Quality criterion - Name: service delivery model / Weighting: 12%

Quality criterion - Name: contingency planning / Weighting: 10%

Quality criterion - Name: quality and continuous improvement / Weighting: 10%

Quality criterion - Name: service user outcomes / Weighting: 13%

Quality criterion - Name: health and wellbeing / Weighting: 13%

Cost criterion - Name: confirmation of agreed rate / Weighting: Pass/fail

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Sub Zone 1B

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

Provision of Generalist Home Care across all Service User groups, including but not limited to older people, individuals with learning and/or physical disabilities, mental health conditions, palliative care and end of life care funded by the Council

II.2.5) Award criteria

Quality criterion - Name: Disclosure and Barring Service (DBS) / Weighting: PASS/FAIL

Quality criterion - Name: Transitional Arrangements / Weighting: 17%

Quality criterion - Name: Workforce / Weighting: 15%

Quality criterion - Name: Service Delivery / Weighting: 12%

Quality criterion - Name: Contingency Planning / Weighting: 10%

Quality criterion - Name: Quality and Continuous Improvement / Weighting: 10%

Quality criterion - Name: Service User Outcomes / Weighting: 13%

Quality criterion - Name: Health and Wellbeing / Weighting: 13%

Cost criterion - Name: Confirmation of agreed rate / Weighting: pass/fail

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Sub Zone 2A

Lot No

3

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

Provision of Generalist Home Care across all Service User groups, including but not limited to older people, individuals with learning and/or physical disabilities, mental health conditions, palliative care and end of life care funded by the Council

II.2.5) Award criteria

Cost criterion - Name: Confirmation of agreed rate / Weighting: pass/fail

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Sub Zone 2B

Lot No

4

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

Provision of Generalist Home Care across all Service User groups, including but not limited to older people, individuals with learning and/or physical disabilities, mental health conditions, palliative care and end of life care funded by the Council

II.2.5) Award criteria

Cost criterion - Name: Confirmation of agreed rate / Weighting: pass/fail

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Sub Zone 3A

Lot No

5

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

Provision of Generalist Home Care across all Service User groups, including but not limited to older people, individuals with learning and/or physical disabilities, mental health conditions, palliative care and end of life care funded by the Council

II.2.5) Award criteria

Cost criterion - Name: Confirmation of agreed rate / Weighting: pass/fail

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Sub Zone 3B

Lot No

6

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

Provision of Generalist Home Care across all Service User groups, including but not limited to older people, individuals with learning and/or physical disabilities, mental health conditions, palliative care and end of life care funded by the Council

II.2.5) Award criteria

Cost criterion - Name: Confirmation of agreed rate / Weighting: pass/fail

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Sub Zone 4A

Lot No

7

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

Provision of Generalist Home Care across all Service User groups, including but not limited to older people, individuals with learning and/or physical disabilities, mental health conditions, palliative care and end of life care funded by the Council

II.2.5) Award criteria

Cost criterion - Name: Confirmation of agreed rate / Weighting: pass/fail

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Sub Zone 4B

Lot No

8

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

Provision of Generalist Home Care across all Service User groups, including but not limited to older people, individuals with learning and/or physical disabilities, mental health conditions, palliative care and end of life care funded by the Council

II.2.5) Award criteria

Cost criterion - Name: Confirmation of agreed rate / Weighting: pass/fail

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Sub Zone 4C

Lot No

9

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

Provision of Generalist Home Care across all Service User groups, including but not limited to older people, individuals with learning and/or physical disabilities, mental health conditions, palliative care and end of life care funded by the Council

II.2.5) Award criteria

Cost criterion - Name: Confirmation of agreed rate / Weighting: pass/fail

II.2.11) Information about options

Options: 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: [2024/S 000-023227](#)

Section V. Award of contract

Lot No

1

Title

Sub Zone 1A

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 November 2024

V.2.2) Information about tenders

Number of tenders received: 30

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

V.2.3) Name and address of the contractor

Hales Group Ltd

Peterborough

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Companies House

03756814

The contractor is an SME

No

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

Total value of the contract/lot: £5,334,638.40

Section V. Award of contract

Title

Sub Zone 1B

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 November 2024

V.2.2) Information about tenders

Number of tenders received: 30

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

V.2.3) Name and address of the contractor

DK Home Support

Gateshead

Country

United Kingdom

NUTS code

- UKC - North East (England)

Justification for not providing organisation identifier

Partnership

The contractor is an SME

Yes

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

Total value of the contract/lot: £8,747,481.6

Section V. Award of contract

Title

Sub Zone 2A

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 November 2024

V.2.2) Information about tenders

Number of tenders received: 30

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

V.2.3) Name and address of the contractor

Perfect Care Limited

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

07470626

The contractor is an SME

No

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

Total value of the contract/lot: £4,307,472

Section V. Award of contract

Title

Sub Zone 2B

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 November 2024

V.2.2) Information about tenders

Number of tenders received: 30

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

V.2.3) Name and address of the contractor

The Human Support Group

Nottingham

Country

United Kingdom

NUTS code

- UKF - East Midlands (England)

Companies House

03513906

The contractor is an SME

Yes

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

Total value of the contract/lot: £5,765,385.6

Section V. Award of contract

Title

Sub Zone 3A

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 November 2024

V.2.2) Information about tenders

Number of tenders received: 30

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

V.2.3) Name and address of the contractor

Comfort Call Limited

Nottingham

Country

United Kingdom

NUTS code

- UKF - East Midlands (England)

Companies House

05763279

The contractor is an SME

No

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

Total value of the contract/lot: £11,530,771.2

Section V. Award of contract

Title

Sub Zone 3B

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 November 2024

V.2.2) Information about tenders

Number of tenders received: 30

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

V.2.3) Name and address of the contractor

Boomerang Healthcare Limited

Gateshead

Country

United Kingdom

NUTS code

- UKC - North East (England)

Companies House

11451584

The contractor is an SME

Yes

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

Total value of the contract/lot: £6,494,342.4

Section V. Award of contract

Title

Sub Zone 4A

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 November 2024

V.2.2) Information about tenders

Number of tenders received: 30

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

V.2.3) Name and address of the contractor

Care Quality Services Limited

Colchester

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Companies House

11696513

The contractor is an SME

No

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

Total value of the contract/lot: £9,078,825.6

Section V. Award of contract

Title

Sub Zone 4B

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 November 2024

V.2.2) Information about tenders

Number of tenders received: 30

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

V.2.3) Name and address of the contractor

Dale Care Limited

Meadowfield

Country

United Kingdom

NUTS code

- UKC - North East (England)

Companies House

02795946

The contractor is an SME

No

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

Total value of the contract/lot: £12,325,996.8

Section V. Award of contract

Title

Sub Zone 4C

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 November 2024

V.2.2) Information about tenders

Number of tenders received: 30

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

V.2.3) Name and address of the contractor

Calderdale Homecare Limited

Newcastle

Country

United Kingdom

NUTS code

- UKC - North East (England)

Companies House

06786330

The contractor is an SME

Yes

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

Total value of the contract/lot: £6,693,148.8

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Gateshead Council

Gateshead

Country

United Kingdom