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Award

Provision of Extra Care Services within London Borough Waltham Forest

London Borough of Waltham Forest

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-040903

Procurement identifier (OCID): ocids-h6vhtk-04fbac ([view related notices](#))

Published 17 July 2025, 12:20pm

Scope

Reference

DN770007

Description

The Council of the London Borough of Waltham Forest ("the Authority") are seeking Tenders from suitably experienced and qualified organisations for the Contract for the Provision of Extra Care Services within the borough. The contract shall commence on 1st October 2025 and shall continue up to and including 30th September 2028 with the option to extend for two x twelve month periods up to 30th September 2030 ("the Contract Period"). The Authority is seeking to appoint a provider to deliver the provision of extra care services in the London Borough of Waltham Forest. The Authority is committed to providing a high quality and responsive service for individuals of all ages in the borough with support needs, in accordance with the statutory obligations within the Care Act 2014 and The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (the 2014 Regulations). The

Extra Care Service will be responsible for delivering regulated personal care support and other interventions that support for individuals with eligible social care needs in the following provisions: Verdon Roe Court - 45 units Windmill Court - 44 units Dames House - 25 units Baytree House - 34 units This service will play an important role in maximising the independence of adults with assessed eligible support needs and aiming to meet unmet needs and to anticipate client's changing needs in order to help people live independently in their own home, using an appliance-based approach in working with vulnerable people. Alongside meeting the eligible needs of those receiving Extra Care the London Borough of Waltham Forest also intends that this contract will contribute to the following goals; • Safeguard those individuals who need the most support/ who are most at risk; • Support individuals to live their life as they wish it to be, as independently as possible • Promote self-reliance and personal responsibility; • Build resilience and competence for individuals, families and carers; • Enable better care experiences and outcomes; • Adopt a client focused approach of the work • Strike a balance between empowerment and safeguarding; • Strengthen relationships with the Council's partners, to deliver improved outcomes and to deliver greater productivity and; • Secure value for money while maintaining a high-quality Service. Throughout the lifetime of the contract term, the Provider will be required to pay the London Living Wage to staff delivering the service. The Service is comprised of two elements, a 24/7 Core Service and a Flex Service commissioned for each individual to meet their unique Care and Support needs as detailed in their Care and Support plan. The Authority has set a fixed hourly rate for the Weekly Core Charge for each unit and will be based on paying £19.68 per hour for each staff member for the Core Service and will be calculated with the formula within Annex A1. The Core price is fixed, this will not be taken into account for the purposes of the price evaluation. The provider will be required to pay an hourly rate for the flex service at the start of contract (1st October 2025) within the maximum hourly rate provided by the Council. The provider will be required to pay all staff at least the London Living Wage when staff are supporting individuals under the Waltham Forest Extra Care Contract. The commitment to London Living Wage is a contractual requirement throughout the life of the Contract from the commencement dates to its expiry including any extension periods. The maximum capped hourly rate for the Flex Service for each extra care provision is £18.91 per hour. Those submitting a Tender shall be required to deliver all the requirements of the Service within the maximum budget.

Contract 1. Provision of Extra Care Services within London

Borough of Waltham Forest

Supplier

- [Chosen Care Group Limited](#)

Contract value

- £12,500,000 excluding VAT
- £15,000,000 including VAT

Above the relevant threshold

Award decision date

17 July 2025

Date assessment summaries were sent to tenderers

17 July 2025

Standstill period

- End: 28 July 2025
- 8 working days

Earliest date the contract will be signed

1 August 2025

Contract dates (estimated)

- 1 October 2025 to 30 September 2030
- 5 years

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UK - United Kingdom

Information about tenders

- 35 tenders received
- 1 tender assessed in the final stage:

- 1 submitted by small and medium-sized enterprises (SME)
- 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 0 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Supplier

Chosen Care Group Limited

- Public Procurement Organisation Number: PQYJ-8586-MYLL

61 Cranbrook Road

Ilford

IG1 4PG

United Kingdom

Email: bala@chosencaregroup.com

Region: UKI53 - Redbridge and Waltham Forest

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Provision of Extra Care Services within London Borough of Waltham Forest

Contracting authority

London Borough of Waltham Forest

- Public Procurement Organisation Number: PPJN-6757-NZZZ

Room 100, Waltham Forest Town Hall

Walthamstow

E17 4JF

United Kingdom

Contact name: Gemma Edwards

Telephone: 02084963000

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Website: <http://www.walthamforest.gov.uk/>

Region: UKI53 - Redbridge and Waltham Forest

Organisation type: Public authority - sub-central government