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Contract

ASC018/2024 Home Care for Adults Aged 18+

Middlesbrough Council

F03: Contract award notice

Notice identifier: 2025/S 000-044671

Procurement identifier (OCID): ocds-h6vhtk-04e4ef

Published 31 July 2025, 11:43am

Section I: Contracting authority

I.1) Name and addresses

Middlesbrough Council

PO Box 500

Middlesbrough

TS19FT

Contact

Irene Petrie

Email

irene_petrie@middlesbrough.gov.uk

Telephone

+44 1642729493

Country

United Kingdom

Region code

UKC12 - South Teesside

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.middlesbrough.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

ASC018/2024 Home Care for Adults Aged 18+

Reference number

ASC018/2024

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council are committed to commissioning a home care service that will give Service Users a high quality; person centred social care service.

The aim of the Council's Adult Social Care department is to protect and empower the most vulnerable. This means improving outcomes for vulnerable people and ensuring that publicly funded care and support is provided where it is cost effective, strength-based and only when it is really needed. This Service is integral to the Council's aim to commission services that deliver quality and value for money, safeguard users from abuse and prevent, postpone and minimise unnecessary hospital admission / attendance.

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: £130,719,132

II.2) Description

II.2.1) Title

Home Care Framework

Lot No

1

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC12 - South Teesside

Main site or place of performance

Middlesbrough

II.2.4) Description of the procurement

The Council are committed to commissioning a home care service that will give Service Users a high quality; person centred social care service.

The aim of the Council's Adult Social Care department is to protect and empower the most vulnerable. This means improving outcomes for vulnerable people and ensuring that publicly funded care and support is provided where it is cost effective, strength-based and only when it is really needed. This Service is integral to the Council's aim to commission services that deliver quality and value for money, safeguard users from abuse and prevent, postpone and minimise unnecessary hospital admission / attendance.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Pressure Round

Lot No

2

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC12 - South Teesside

Main site or place of performance

Middlesbrough

II.2.4) Description of the procurement

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Planned Night Round

Lot No

3

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC12 - South Teesside

Main site or place of performance

Middlesbrough

II.2.4) Description of the procurement

The Council are committed to commissioning a home care service that will give Service Users a high quality; person centred social care service.

The aim of the Council's Adult Social Care department is to protect and empower the most vulnerable. This means improving outcomes for vulnerable people and ensuring that publicly funded care and support is provided where it is cost effective, strength-based and only when it is really needed. This Service is integral to the Council's aim to commission services that deliver quality and value for money, safeguard users from abuse and prevent, postpone and minimise unnecessary hospital admission / attendance.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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: [2025/S 000-006193](#)

Section V. Award of contract

Contract No

ASC018/2024

Lot No

1

Title

Home Care Framework

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 July 2025

V.2.2) Information about tenders

Number of tenders received: 31

Number of tenders received from SMEs: 25

Number of tenders received by electronic means: 31

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

V.2.3) Name and address of the contractor

Comfort Call Limited

Nottingham

Country

United Kingdom

NUTS code

- UKF14 - Nottingham

Companies House

05763279

The contractor is an SME

No

V.2.3) Name and address of the contractor

MOON RISE 24 HR RECRUITMENT LTD

Stockton-on-Tees

Country

United Kingdom

NUTS code

- UKC11 - Hartlepool and Stockton-on-Tees

Companies House

09151708

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Florebright Care Ltd

Middlesbrough

Country

United Kingdom

NUTS code

- UKC12 - South Teesside

Companies House

11677068

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Hand2Hold Ltd

Middlesbrough

Country

United Kingdom

NUTS code

- UKC12 - South Teesside

Companies House

10464421

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Care Line Homecare Limited

Nottingham

Country

United Kingdom

NUTS code

- UKF14 - Nottingham

Companies House

03571286

The contractor is an SME

No

V.2.3) Name and address of the contractor

BJP Home Support Ltd

Guisborough

Country

United Kingdom

NUTS code

- UKC12 - South Teesside

Companies House

06988220

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Dale Care Limited

Durham

Country

United Kingdom

NUTS code

- UKC14 - Durham CC

Companies House

02795946

The contractor is an SME

No

V.2.3) Name and address of the contractor

Vestra Homecare Limited

Sunderland

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

7528116

The contractor is an SME

No

V.2.3) Name and address of the contractor

Kensington Home Care Limited

Stockton-on-Tees

Country

United Kingdom

NUTS code

- UKC11 - Hartlepool and Stockton-on-Tees

Companies House

14507223

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

CEL Homecare Limited

Consett

Country

United Kingdom

NUTS code

- UKC14 - Durham CC

Companies House

11968076

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Support Health Care Ltd

Bolton

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

Companies House

12596642

The contractor is an SME

Yes

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

Total value of the contract/lot: £130,000,000

Section V. Award of contract

Contract No

ASC018/2024

Lot No

2

Title

Pressure Round

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 July 2025

V.2.2) Information about tenders

Number of tenders received: 18

Number of tenders received from SMEs: 12

Number of tenders received by electronic means: 18

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

- UKF14 - Nottingham

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: £258,422

Section V. Award of contract

Contract No

ASC018/2024

Lot No

3

Title

Planned Night Round

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 July 2025

V.2.2) Information about tenders

Number of tenders received: 18

Number of tenders received from SMEs: 12

Number of tenders received by electronic means: 18

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

V.2.3) Name and address of the contractor

Care Line Homecare Limited

Nottingham

Country

United Kingdom

NUTS code

- UKF14 - Nottingham

Companies House

03571286

The contractor is an SME

No

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

Total value of the contract/lot: £460,710

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Middlesbrough Council

Middlesbrough

Country

United Kingdom

Internet address

<http://www.middlesbrough.gov.uk>