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Tender

Framework for: The Provision of a Regulated Care at Home Service

Bridgend County Borough Council

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

Notice identifier: 2025/S 000-063195

Procurement identifier (OCID): ocds-h6vhtk-05933b ([view related notices](#))

Published 8 October 2025, 11:16am

Scope

Reference

B724/25

Description

Bridgend County Borough Council are recommissioning its Care at Home services and are keen to attract a number of quality registered domiciliary care providers who are interested in working with us. Our vision for our commissioned support at home domiciliary services focuses on empowering people to live well at home by building on their strengths, focusing on what matters most and supporting them to achieve their goals and stay connected to their communities.

Bridgend County Borough Council are committed to securing quality Framework provision and the successful providers will have evidenced they have the experience, skills, knowledge and competence of undertaking this work in a social care environment, and in particular to people with a range of needs, who may also be regarded as vulnerable, including older people and people with complex needs.

Geographically Bridgend County Borough comprises of 39 wards which are a mix of rural, valley and urban communities. From the Garw Valley in the north to the holiday town of Porthcawl in the south, Bridgend County has a diverse range of landscapes and communities.

Current data (July 2025) indicates that in terms of the domiciliary care element of the new model - 773 Individuals are currently supported with the delivery of 8987 hours of personal care per week.

The Council is committed to supporting people to continue to live independently in their own homes for longer and this Framework will support and facilitate this and a preventative approach to supporting individuals within Bridgend.

Commercial tool

Establishes a framework

Total value (estimated)

- £66,000,000 excluding VAT
- £792,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2032
- 6 years

Description of possible extension:

The contract will have an option for the Council to extend the contract by a period of up to

48 months.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKL17 - Bridgend and Neath Port Talbot

Framework

Maximum number of suppliers

15

Maximum percentage fee charged to suppliers

0%

Further information about fees

n/a

Framework operation description

Referral Procedure

Requests for services made to Providers made under this Framework Agreement will come from the Brokerage Team, which may come from: -

- The Councils internal Support at Home Assessment Team, where individuals will have undergone an assessment period with the team which has determined their needs and outcomes.
- Directly from the Social Work Network teams.
- Direct discharge from hospitals also known as SAH IDC.

Requests for support will be distributed from Brokerage in the form of a Distribution List which will be circulated to all the commissioned providers through email. The frequency of this circulation will depend on the need and number of individuals on the list, which can fluctuate. Framework Providers must submit a response to Brokerage stating their availability and a proposed start date which should be within 7 days of the offer being placed. Brokerage will then award the package in accordance with the Call Off Procedure and notify the successful Framework Provider of the outcome.

Criteria Assessment

- a. Provider Profile - including regulatory and organisational status meets the requirements of the contract.
- b. Quality, safeguarding, Performance & Contract Compliance – ascertained from Council records and reports/updates provided by the council's Network teams.
- c. Compliance with the Council's relevant returns, invoicing, and performance and monitoring processes – ascertained from Council records and reports.
- d. Capacity and Geographical Coverage - a Provider's capacity will be ascertained for each care package.

The Providers engagement with social work network teams and MDT meetings.

- e. The Providers economic viability and sustainability, and their availability and timeliness to commence the package of support.

Call-off Procedure following the criteria met by Framework Providers:

Purchasing individual care packages under the Framework shall be conducted as follows:

The overall weekly cost of a care package will be calculated using the unit rates submitted by Providers for the total weekly assessed hours of support required.

Evidence of working in an outcome focused way and enabling individuals to regain and or maintain their levels of independence.

Where more than one Framework Provider has come forward with capacity for an available package of care, the Brokerage Team will consider them in accordance with the above criteria and the Provider demonstrating the most economically advantageous service and/or most favourable terms for the Individual shall be offered the package.

A password-protected copy of the Individual's Care and Support Plan or Care and Treatment Plan, plus an Individual Service Agreement (ISA) will then be forwarded to the allocated Framework Provider via email. In accordance with GDPR regulations, the sharing of relevant passwords will be done separately to the initial email.

The Framework Provider should ensure that where possible referrals to them are handled and processed within two (2) working days of receipt, with an introductory/assessment visit made to the Individual (and where applicable) their Carer with the whole process being completed within 7 days.

The Framework Provider will confirm acceptance of the care and support package by signing the ISA and returning it via a secure link to the Brokerage Team following their introductory/assessment visit.

Commissioned services must have an appropriate Admissions and Commencement of Service Policy in place that sets out their approach to ensuring a smooth and seamless transition and start of the service process.

Exceptions to the call-off procedure, where Framework Providers are unable to respond to service requests in a timely way, will be undertaken in accordance with the Council's Contract Procedure Rules.

See tender pack for further guidance.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Establishing party only

Participation

Legal and financial capacity conditions of participation

see tender pack

Technical ability conditions of participation

see tender pack

Particular suitability

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

Submission

Enquiry deadline

10 November 2025, 5:00pm

Tender submission deadline

17 November 2025, 12:00pm

Submission address and any special instructions

<https://etenderwales.bravosolution.co.uk>

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Tenders may be submitted electronically

Yes

Languages that may be used for submission

- Welsh
- English

Award decision date (estimated)

19 February 2026

Recurring procurement

Publication date of next tender notice (estimated): 29 September 2031

Award criteria

Name	Description	Type	Weighting
Technical	Method Statement Questions and Interview	Quality	80.00%
Commercial	This will be evaluated via pricing schedule	Cost	20.00%

Other information

Payment terms

See tender pack

Description of risks to contract performance

see tender pack

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Documents

Technical specifications to be met

<https://etenderwales.bravosolution.co.uk/>

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Contracting authority

Bridgend County Borough Council

- Public Procurement Organisation Number: PPQG-8216-YQLW

Bridgend County Borough Council

Bridgend

CF31 4WB

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Region: UKL17 - Bridgend and Neath Port Talbot

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales