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Tender

# **Home Support Principal Provider NN3 and NN4**

Norfolk County Council

UK4: Tender notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-067329

Procurement identifier (OCID): ocds-h6vhtk-05d13d

Published 22 October 2025, 9:35am

## Scope

#### Reference

NCCT43266

## **Description**

The Council wishes to appoint one Principal provider to deliver home support services in NN3 and NN4 (PCN) within Norfolk. The intention is that the Principal Providers will deliver 70% of the hours and the remaining 30% will be delivered by a small number of PCN framework providers, whose appointment has been subject to a separate procurement.

The lots area:

- 1. North Norfolk 3
- 2. North Norfolk 4

## **Total value (estimated)**

- £31,644,830.88 excluding VAT
- £37,973,797.05 including VAT

Above the relevant threshold

## Main procurement category

Services

### **CPV** classifications

• 85000000 - Health and social work services

#### **Contract locations**

• UKH16 - North and West Norfolk

#### Lot constraints

Maximum number of lots a supplier can be awarded: 1

### Not the same for all lots

Contract dates are shown in Lot sections, because they are not the same for all lots.

#### Lot 1. NN3

## **Description**

The Council wishes to appoint one Principal provider to deliver home support services in NN3 within Norfolk. The intention is that the Principal Providers will deliver 70% of the hours and the remaining 30% will be delivered by a small number of PCN framework providers, whose appointment has been subject to a separate procurement.

#### Lot value (estimated)

- £11,310,567.84 excluding VAT
- £13,572,681.40 including VAT

#### **Contract dates (estimated)**

- 1 January 2026 to 7 April 2034
- 8 years, 3 months, 7 days

#### Same for all lots

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

#### Lot 2. NN4

## **Description**

The Council wishes to appoint one Principal provider to deliver home support services in NN4 (PCN) within Norfolk. The intention is that the Principal Providers will deliver 70% of

the hours and the remaining 30% will be delivered by a small number of PCN framework providers, whose appointment has been subject to a separate procurement.

### Lot value (estimated)

- £20,334,263.04 excluding VAT
- £24,401,115.65 including VAT

#### **Contract dates (estimated)**

- 1 January 2026 to 2 March 2035
- 9 years, 2 months, 2 days

#### Same for all lots

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

# **Participation**

# Legal and financial capacity conditions of participation

Lot 1. NN3

Lot 2. NN4

Legal and financial capacity conditions are as set out in the Invitation to Tender. Insurances are not required to be in place before awarded and audited accounts are not required,

#### Particular suitability

Lot 1. NN3

Lot 2. NN4

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

#### **Submission**

## **Enquiry deadline**

31 October 2025, 12:00pm

#### Tender submission deadline

14 November 2025, 12:00pm

### Submission address and any special instructions

This procurement will be managed electronically via the Council's eProcurement system. To participate in this procurement, applicants must first be registered on the system at <a href="https://in-tendhost.co.uk/norfolkcc.">https://in-tendhost.co.uk/norfolkcc.</a>

Clarifications must be raised through the in-tend platform, and responses to clarification questions will be published on the in-tend platform. Clarifications will not be answered by email.

Full instructions for registration and use of the system can be found at <a href="https://in-tendhost.co.uk/norfolkcc/aspx/Registration">https://in-tendhost.co.uk/norfolkcc/aspx/Registration</a> and <a href="https://in-tendhost.co.uk/norfolkcc/aspx/Help.">https://in-tendhost.co.uk/norfolkcc/aspx/Help.</a> You will be able to see the procurement project under the 'Tenders' section and when registered and logged in will be able to

'Express an Interest' to view the associated documentation. In order to view clarifications, you must be logged in.

If you have any problems using the system you can find information under the 'Help' section of the website at <a href="https://in-tendhost.co.uk/norfolkcc/aspx/Help">https://in-tendhost.co.uk/norfolkcc/aspx/Help</a>.

If you have any technical problems with accessing in-tend, you can contact the In-Tend support team by phoning +44 (0) 114 407 0065 or emailing <a href="mailto:support@in-tend.co.uk">support@in-tend.co.uk</a>.

### Tenders may be submitted electronically

Yes

## Languages that may be used for submission

English

# Award decision date (estimated)

1 January 2026

## **Award criteria**

Name	Туре	Weighting
Quality	Quality	70%
Price	Price	30%

## Other information

Applicable trade agreements	App	plical	ole tra	ide ag	gree	ments
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•	Government	Procurement	Agreement	(GPA)
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## **Conflicts assessment prepared/revised**

Yes

# **Procedure**

# **Procedure type**

Open procedure

# Special regime

Light touch

# Reduced tendering period

Yes

State of urgency - minimum 10 days

# **Documents**

#### **Associated tender documents**

NCCT43266-Tender.docx

# **Contracting authority**

## **Norfolk County Council**

• Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

**United Kingdom** 

Email: <a href="mailto:sourcingteam@norfolk.gov.uk">sourcingteam@norfolk.gov.uk</a>

Website: <a href="http://www.norfolk.gov.uk">http://www.norfolk.gov.uk</a>

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government