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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 <https://in-tendhost.co.uk/norfolkcc>.

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 <https://in-tendhost.co.uk/norfolkcc.aspx/Registration> and <https://in-tendhost.co.uk/norfolkcc.aspx/Help>. 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 <https://in-tendhost.co.uk/norfolkcc.aspx/Help>.

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 support@in-tend.co.uk.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 January 2026

Award criteria

| Name | Type | Weighting |
|-------------|-------------|------------------|
| Quality | Quality | 70% |
| Price | Price | 30% |

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

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: sourcingteam@norfolk.gov.uk

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

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government