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Planning

Home Based Care Services - Open Framework

Portsmouth City Council

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-070253

Procurement identifier (OCID): ocds-h6vhtk-05a2b6 ([view related notices](#))

Published 31 October 2025, 4:55pm

Scope

Description

Following extensive Preliminary Market Engagement with suppliers, peer benchmarking and a review of options, Portsmouth City Council (the Council) is recommending to decision makers that it procures future home based care service requirements through the establishment of an Open Framework.

A decision paper is due to be taken to the next Cabinet Member for Community Wellbeing, Health and Care public meeting which is scheduled for 10th November 2025 17:00. The paper is published on the Council's website and can be accessed via the following link:

<https://democracy.portsmouth.gov.uk/documents/s59722/Procurement> of Domiciliary Care.pdf

Subject to approval of the recommendations made at the public meeting, the Council is targeting to commence the formal procurement process to establish the open framework in line with the latest indicative programme set out below:

- Contract notice published - 11th November 2025

- Tender Briefing Sessions - 11th - 14th November
- Deadline for requests for clarification - 28th November 2025
- Tender return deadline for Stage 1 - 5th December 2026
- Tenderers notified of outcome - 16th January 2026
- Stage 2 quality evaluation - 26th January - 1st June 2026
- Award decision notified to tenderers - 15th June 2026
- Standstill Period Start - 16th June 2026
- Standstill Period Concludes - 26th June 2026
- Contract Award confirmed and contracts issued - 29th June 2026
- Framework commencement - 1st July 2026

The Council will establish the framework agreement via a Competitive Flexible Procedure 2 stage procurement process in accordance with the relevant regulations contained within the Procurement Act 23 that apply to Light Touch Regime services and establishment & operation of Open Frameworks. The 2 stage process is summarised below:

- Stage 1: Providers will complete a series of pass/fail questions (Procurement Specific Questionnaire) and submit pricing
- Stage 2: The Council will conduct a partial Provider Assessment and Market Managements Solutions (PAMMS) assessment

In order to pass stage 1 suppliers must

- Have a Registered Office within the following postcodes: PO1,2,3,4,5,6,7,8,9,11,12,16

OR

- Must be in the process of setting up a new Registered Office with CQC within those postcodes and be able to evidence this via a copy of their response from CQC confirming receipt of their application

At stage 2 PAMMS assessment suppliers must be able to evidence that they are delivering care to at least three individuals from their local nominated Registered Office.

A score will be calculated based on the rate submitted (representing 60% of the score) and the PAMMS assessment (representing 40% of the score). Suppliers will then be ranked within each Lot based on their combined score. Every year, framework providers will complete a further PAMMS assessment and will be re-ranked based on new assessment scores.

In the event that there is a package of care where two or more suppliers can meet the needs, the package will be awarded to the highest ranked supplier.

The framework agreement will be split into 3 Lots as follows:

- Lot 1 - Standard Home-Based Care
- Lot 2 - Complex Home-Based Care
- Lot 3 - Take a Break (formerly Sitting Service)

A maximum of 40 suppliers will be appointed onto each Lot. Suppliers will be able to bid for multiple Lots and can be awarded places on multiple Lots.

The framework will operate for an initial term of 8 years. It will be an Open Framework which will reopen once within the first 3-year period, and the Council will open it again at least once in the remaining 5-year contract term as required under Regulation 49 of the Procurement Act 23.

The Council may opt to open the framework for applications earlier than required, although not likely to be ever more than once per year. Earlier re-opening could be triggered by a range of factors, such as:

- Supply & demand changes
- Changes to requirements
- Changes to framework lotting structure
- Changes to pricing structures
- Changes to qualitative assessment
- Changes to framework management
- Addition of new framework lots
- Changes to demand, volumes, values and geographical coverage due to impact of

Local Government Re-organisation

For Lots 1 and 2, the Council is proposing to move from a fixed rate to a market-led rate.

For Lot 1 - Standard Home-Based Care a minimum rate of £21.00 and maximum rate of £24.40 will apply. Rates may be submitted below the minimum rate but will be subject to additional scrutiny around sustainability and may be rejected.

For Lot 2 - Complex Home-Based Care a minimum rate of £21.00 will apply but no maximum rate will be applied due to high variability in the type and complexity of care that may be required under this Lot. As per Lot 1, rates may be submitted below the minimum rate but will be subject to additional scrutiny around sustainability and may be rejected.

For Lot 3 - Take a Break pricing will remain at a set rate of £20.08 to support management of a discrete budget via the Carer's Service.

Minimum and maximum rates - as well as the hourly rate paid for any package of care commissioned under the new Framework - will be eligible for an uplift in April 2027.

For Lots 1 & 2, framework suppliers will be able to revise their pricing, within relevant minimum & maximum constraints, up to twice per framework operational year. Any changes will trigger a recalculation of assessment and subsequent revised Lot ranking.

While the planned procurement is being undertaken the Council will extend the existing contract for its Dynamic Purchasing System (DPS) for Domiciliary Care for a further 1-year period to cover 1st February 2026 to 31st January 2027.

Please note that in extending the arrangement the DPS will remain closed to new entrants as per the current position. Whilst the extension of the DPS goes beyond the date of the timeline above it will allow for the Council to continue to compliantly commission packages of care between 1st February 2026 and 30th June 2026, and beyond those dates should there be any delay to the start date of the new framework.

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Total value (estimated)

- £181,033,735 excluding VAT
- £181,033,735 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2029
- Possible extension to 30 June 2034
- 8 years

Description of possible extension:

The framework will operate for an initial term of 8 years. It will be an Open Framework which will reopen once within the first 3-year period, and the Council will open it again at least once in the remaining 5-year contract term as required under Regulation 49 of the Procurement Act 23.

The Council may opt to open the framework for applications earlier than required, although not likely to be ever more than once per year. Earlier re-opening could be triggered by a range of factors, such as:

- Supply & demand changes
- Changes to requirements
- Changes to framework lotting structure
- Changes to pricing structures
- Changes to qualitative assessment
- Changes to framework management
- Addition of new framework lots

- Changes to demand, volumes, values and geographical coverage due to impact of Local Government Re-organisation

Main procurement category

Services

CPV classifications

- 85312000 - Social work services without accommodation

Contract locations

- UKJ31 - Portsmouth
- UKJ35 - South Hampshire

Lot 1. Lot 1 - Standard Home-Based Care

Description

The provision of standard care services to individuals within their own homes. In accordance with the Care Act 2014 the Service Purchasers and the Providers will be working to achieve the following:

- Personal Care- Washing, bathing, hair care including beard care, shaving, denture and mouth care, hand and fingernail care, foot care (but not toenail cutting or any other aspect of foot care which requires a registered podiatrist), support with dressing and undressing, assistance to get up or go to bed.

- Managing and maintaining nutrition - Food and drink preparation, including associated kitchen cleaning and hygiene and assistance with eating and drinking and assistance with using the on-site facilities.
- Managing toilet needs- including necessary bathroom cleaning and safe disposal of waste;
- Maintaining a habitable home environment- Supporting people to be able to maintain a clean and habitable home environment.
- Social Inclusion-Supporting people to maintain and strengthen their links to community and assistance to pursue activities in the community.
- Support to strengthen and develop family or other personal relationships.
- Health Needs-Prompting residents to take prescribed medication, collection of medicines, monitoring general safety and welfare.
- Support to make use of the home safely
- Emotional Support- Supporting residents with their emotional state to promote positive mental health and wellbeing.

The Council currently commissions approx. 62,000 hours of home care per across 1,100 clients.

Lot value (estimated)

- £181,033,735 excluding VAT
- £181,033,735 including VAT

Framework lot values may be shared with other lots

Same for all lots

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

Lot 2. Lot 2 - Complex Home-Based Care

Description

The provision of complex care services to individuals within their own homes. This Service is for people requiring support who are assessed by the Service Purchaser as having complex and/or challenging needs.

Complex needs are defined as an Individual assessed as having a Learning Disability, Mental Health condition or neurodiversity, and presenting with multiple conditions that require specialised care, where standardised approaches are insufficient. The care requires a multidisciplinary approach to create a bespoke package of care with specific expertise. Factors may include, but not be limited to;

- Associated co-occurring conditions including vision impairment, hearing impairment and movement of the body, as well as conditions such as epilepsy
- Inability to walk unaided, or require support with complex health needs that require extensive support, whereby staff are required to complete additional competency-based training and assessments to carry out such tasks
- Profound intellectual and multiple disabilities causing significant difficulties with communication, including limited understanding or being non-verbal (or expressing themselves at most using a few words or symbols)
- Inability to understand or anticipate risk, impacting the safety of the individual and others around them
- Requiring support to make choices or contribute towards decision making in accordance with the Mental Capacity Act 2005 (MCA)
- Behaviours that challenge, including self-injurious behaviour. This refers to;
- Behaviours of such intensity, duration or frequency that the physical safety of the individual or others is likely to be at serious risk
- Behaviours which are likely to significantly delay or limit access to or the use of community facilities.

The Council is not able to provide specific numbers of hours and individuals at this point but will at issue of subsequent formal Tender Notice.

Lot value (estimated)

- £181,033,735 excluding VAT
- £181,033,735 including VAT

Framework lot values may be shared with other lots

Same for all lots

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

Lot 3. Lot 3 - Take a Break

Description

Take a Break Services are the provision of support for informal carers to provide day, evening or night respite and can be regular or one-off services. The Take a Break Service must be delivered in accordance with this Individuals support plan, ensuring it meets the Individual's assessed needs.

Take a Break Services are offered as a means of allowing for a break for the informal carer and as such they should replicate the role of the informal carer. The time must be used to enable and engage the Individual either in their own home or out in the community in a Strength Based way. For example, the Provider may take the individual out (e.g., to the park, shops, clubs, religious meetings) and/or engage in home-based activities (e.g., games, reading, crafts, conversation). The service should include elements of personal care where required.

Take a Break services are generally required for between two and six hours, but may be shorter or longer periods.

The Council is not able to provide specific numbers of hours and individuals at this point but will at issue of subsequent formal Tender Notice.

Lot value (estimated)

- £181,033,735 excluding VAT
- £181,033,735 including VAT

Framework lot values may be shared with other lots

Same for all lots

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Framework

Open framework scheme end date (estimated)

30 June 2034

Maximum number of suppliers

40

Maximum percentage fee charged to suppliers

0%

Award method when using the framework

Without competition

Participation

Particular suitability

Lot 1. Lot 1 - Standard Home-Based Care

Lot 2. Lot 2 - Complex Home-Based Care

Lot 3. Lot 3 - Take a Break

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

Submission

Publication date of tender notice (estimated)

11 November 2025

Submission type

Requests to participate

Deadline for requests to participate

5 December 2025, 2:00pm

Submission address and any special instructions

<https://in-tendhost.co.uk/portsmouthcc/aspx/Home>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

15 June 2026

Award criteria

Name	Type	Weighting
Hourly Rate	Price	60%
PAMMS Assessment	Quality	40%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Procedure

Procedure type

Competitive flexible procedure

Special regime

Light touch

Competitive flexible procedure description

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The Council will establish the framework agreement via a Competitive Flexible Procedure

2 stage procurement process in accordance with the relevant regulations contained within the Procurement Act 23 that apply to Light Touch Regime services and establishment & operation of Open Frameworks. The 2 stage process is summarised below:

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Contracting authority

Portsmouth City Council

- Public Procurement Organisation Number: PCNL-5714-PRZV

Civic Offices, Guildhall Square

Portsmouth

PO1 2AL

United Kingdom

Email: procurement@portsmouthcc.gov.uk

Region: UKJ31 - Portsmouth

Organisation type: Public authority - sub-central government