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Contract

Home Support - Principal Provider South Norfolk

Norfolk County Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-075152

Procurement identifier (OCID): ocids-h6vhtk-04fac3 ([view related notices](#))

Published 19 November 2025, 11:34am

Scope

Reference

NCCT43044

Description

The Council has appointed one Principal provider to deliver home support services in each Primary Care Network (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 is subject to a separate procurement.

This procurement was split into 4 lots, which covers PCNs in South Norfolk.

Bidders were restricted to winning one lot only.

Lot 1. Mid Norfolk

Description

To deliver home support services as Principal Provider in Lot 1 area.

Lot 2. Breckland

Description

To deliver home support services as Principal Provider to lot 2 in this area.

Lot 3. Kett's Oak

Description

To deliver home support services as Principal Provider in Lot 3 area.

Lot 4. SNHIP

Description

To deliver home support services as Principal Provider in Lot 4 area.

Contract 1. Mid Norfolk

Lots

Lot 1. Mid Norfolk

Supplier

- FIRST CHOICE HOME CARE LTD

Contract value

- £18,892,726 excluding VAT
- £22,668,871 including VAT

Above the relevant threshold

Date signed

18 November 2025

Contract dates

- 5 January 2026 to 4 January 2031
- Possible extension to 4 January 2036

- 10 years

Description of possible extension:

The Contract may be extended by up to 60 months at the Council's discretion.

The start date of the contract is an estimate , based on the mobilisation and transition.
The requirement is to commence between January and 1st April 2026.

Values included in the notice are estimates only as the value is dependent on care needs in the area.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKH17 - Breckland and South Norfolk
-

Contract 2. Breckland

Lots

Lot 2. Breckland

Supplier

- UNIVERSAL CARE SERVICES (UK) LIMITED

Contract value

- £18,228,787 excluding VAT
- £21,874,544 including VAT

Above the relevant threshold

Date signed

18 November 2025

Contract dates

- 5 January 2026 to 4 January 2031
- Possible extension to 4 January 2036
- 10 years

Description of possible extension:

The Contract may be extended by up to 60 months at the Council's discretion.

The start date of the contract is an estimate , based on the mobilisation and transition.
The requirement is to commence between January and 1st April 2026.

Values included in the notice are estimates only as the value is dependent on care needs in the area.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKH17 - Breckland and South Norfolk
-

Contract 3. Kett's Oak

Lots

Lot 3. Kett's Oak

Supplier

- NORVIC HEALTHCARE (ANGLIA) LIMITED

Contract value

- £29,176,243 excluding VAT
- £35,011,491 including VAT

Above the relevant threshold

Date signed

18 November 2025

Contract dates

- 5 January 2026 to 4 January 2031
- Possible extension to 4 January 2036
- 10 years

Description of possible extension:

The Contract may be extended by up to 60 months at the Council's discretion.

The start date of the contract is an estimate , based on the mobilisation and transition.
The requirement is to commence between January and 1st April 2026.

Values included in the notice are estimates only as the value is dependent on care needs in the area.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKH17 - Breckland and South Norfolk
-

Contract 4. SNHIP

Lots

Lot 4. SNHIP

Supplier

- CERA CARE OPERATIONS LIMITED

Contract value

- £26,375,731 excluding VAT
- £31,650,877 including VAT

Above the relevant threshold

Date signed

18 November 2025

Contract dates

- 5 January 2026 to 4 January 2031
- Possible extension to 4 January 2036
- 10 years

Description of possible extension:

The Contract may be extended by up to 60 months at the Council's discretion.

The start date of the contract is an estimate , based on the mobilisation and transition.
The requirement is to commence between January and 1st April 2026.

Values included in the notice are estimates only as the value is dependent on care needs in the area.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKH17 - Breckland and South Norfolk

Submission

Submission type

Requests to participate

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Light touch

Suppliers

CERA CARE OPERATIONS LIMITED

- Companies House: 04320403
- Public Procurement Organisation Number: PQMP-1376-MXZH

Crown House Stephenson Road

Colchester

CO4 9QR

United Kingdom

Email: bidteam@ceracare.co.uk

Website: <https://www.cerahq.com/>

Region: UKH34 - Essex Haven Gateway

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 4

FIRST CHOICE HOME CARE LTD

- Companies House: 08130025
- Public Procurement Organisation Number: PWZY-6514-JBHV

Unit 1b Harling Road

Snetterton

NR16 2JU

United Kingdom

Email: enquiries@firstchoicehomecare.co.uk

Website: <https://www.firstchoicehomecare.co.uk>

Region: UKH17 - Breckland and South Norfolk

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

NORVIC HEALTHCARE (ANGLIA) LIMITED

- Companies House: 04790989
- Public Procurement Organisation Number: PGNL-2571-ZMTY

Unit 5, Longs Business Centre 232 Fakenham Road

Norwich

NR8 6QW

United Kingdom

Email: info@norvichealthcare.co.uk

Website: <http://www.norvichealthcare.co.uk>

Region: UKH15 - Norwich and East Norfolk

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 3

UNIVERSAL CARE SERVICES (UK) LIMITED

- Companies House: 06923671

- Public Procurement Organisation Number: PXJN-2733-CTBJ

245 Hammersmith Road

London

W6 8PW

United Kingdom

Email: contracts@universalcareservices.co.uk

Website: <https://www.universalcareservices.co.uk/>

Region: UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2

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

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government