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Contract

Keeping Well Services Framework

Sunderland City Council

F03: Contract award notice

Notice identifier: 2025/S 000-078280

Procurement identifier (OCID): ocds-h6vhtk-04bd66

Published 28 November 2025, 6:43pm

Section I: Contracting authority

I.1) Name and addresses

Sunderland City Council

City Hall, Plater Way,

Sunderland

SR13AA

Email

corporate.procurement@sunderland.gov.uk

Country

United Kingdom

Region code

UKC23 - Sunderland

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.sunderland.gov.uk/>

Buyer's address

<https://www.sunderland.gov.uk/>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Keeping Well Services Framework

Reference number

KWS01

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Framework for the provision of Keeping Well Services (Care & Support at Home for Adults over 18 Years)

Lots 1 to 5 - Care & Support at Home

- Lot 1 - Sunderland East
- Lot 2 - Sunderland West
- Lot 3 - Coalfields
- Lot 4 - Washington
- Lot 5 - Sunderland North

Lot 6 - Care and Support in the Home: Overnight Care

Lot 7 - Live in Care Service

Lot 8 - Carer Support Service (Carer Relief)

Lot 9 - Support Services (Ad-Hoc) Care and Support in the Home

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £100,000,000

II.2) Description

II.2.1) Title

Care and Support in the Home Daytime (Sunderland East)

Lot No

1

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

II.2.4) Description of the procurement

Single Contractor lot for the provision of Care & Support in the Home for Adults over 18 Years

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90

Cost criterion - Name: Price Declaration / Weighting: 0

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Care and Support in the Home Daytime (Sunderland West)

Lot No

2

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

II.2.4) Description of the procurement

Single Contractor lot for the provision of Care & Support in the Home for Adults over 18 Years

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90

Cost criterion - Name: Price Declaration / Weighting: 0

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Care and Support in the Home Daytime (Coalfields)

Lot No

3

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

II.2.4) Description of the procurement

Single Contractor lot for the provision of Care & Support in the Home for Adults over 18 Years

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90

Cost criterion - Name: Price Declaration / Weighting: 0

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Care and Support in the Home Daytime (Washington)

Lot No

4

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

II.2.4) Description of the procurement

Single Contractor lot for the provision of Care & Support in the Home for Adults over 18 Years

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90

Cost criterion - Name: Price Declaration / Weighting: 0

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Care and Support in the Home Daytime (Sunderland West)

Lot No

5

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

II.2.4) Description of the procurement

Single Contractor lot for the provision of Care & Support in the Home for Adults over 18 Years

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90

Cost criterion - Name: Price Declaration / Weighting: 0

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Care & Support in the Home - Overnight Care

Lot No

6

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

II.2.4) Description of the procurement

Single contractor lot for the provision of Care & Support for Adults over 18 years : Full Overnight Service and Overnight Pop in Service

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 95

Cost criterion - Name: Price Declaration / Weighting: 0

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Live in Care Service

Lot No

7

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

II.2.4) Description of the procurement

Single Contractor lot for the provision of live in Care & Support in the Home for Adults over 18 years

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Price / Weighting: 65

Cost criterion - Name: Social Value / Weighting: 5

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Carer Support Service (Carer Relief)

Lot No

8

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

II.2.4) Description of the procurement

Single Contractor lot for the provision of Care & Support in the Home for Adults over 18 Years for people living in their own home who are supported by an unpaid Carer. The Service will support Adult Carers aged 18 years or over to have a break from their caring role

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 95

Cost criterion - Name: Price Declaration / Weighting: 0

Cost criterion - Name: Social Value / Weighting: 5

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Support Services (Ad hoc) Care & Support in the Home

Lot No

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

II.2.4) Description of the procurement

Multiple Contractor lot for the provision of Care & Support in the Home for Adults over 18 years on an ad hoc basis.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 95

Cost criterion - Name: Price Declaration / Weighting: 0

Cost criterion - Name: Social Value / Weighting: 5

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-037566](#)

Section V. Award of contract

Lot No

1

Title

Care and Support in the Home Daytime (Sunderland East)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 22

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Comfort Call Limited

Nottingham

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

0576327

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £10,000,000 / Highest offer: £30,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 2

Title

Care and Support in the Home Daytime (Sunderland West)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 20

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Care Quality Services Ltd

Colchester

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

11696513

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £10,000,000 / Highest offer: £30,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 3

Title

Care and Support in the Home Daytime (Colfieids)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 22

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

The Care and Support Group Ltd

Stanley

Email

corporate.procurement@sunderland.gov.uk

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

089655397

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £10,000,000 / Highest offer: £30,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 4

Title

Care and Support in the Home Daytime (Washington)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 23

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Hales Group Ltd

Peterborough

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

3756814

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £10,000,000 / Highest offer: £30,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 5

Title

Care and Support in the Home Daytime (Sunderland North)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 22

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Vestra Homecare Limited

Sunderland

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

7528116

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £10,000,000 / Highest offer: £30,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 6

Title

Care and Support in the Home: Overnight Care

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 16

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Comfort Call Limited

Nottingham

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

05763279

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £10,000,000 / Highest offer: £30,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 7

Title

Live in Care Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 19

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Care Quality Services Ltd

Colchester

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

11696513

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £10,000,000 / Highest offer: £20,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 8

Title

Carer Support Service (Carer Relief)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 14

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Comfort Call Limited

Nottingham

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

05763279

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £10,000,000 / Highest offer: £20,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 9

Title

Support Services (Ad-Hoc) Care and Support in the Home

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 28

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Comfort Call Limited

Nottingham

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

05763279

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £5,000,000 / Highest offer: £20,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 9

Title

Support Services (Ad-Hoc) Care and Support in the Home

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 28

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Care Quality Services Ltd

Colchester

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

11696513

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £5,000,000 / Highest offer: £20,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 9

Title

Support Services (Ad-Hoc) Care and Support in the Home

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 28

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

The Care and Support Group Ltd

Stanley

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

089655397

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £5,000,000 / Highest offer: £20,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 9

Title

Support Services (Ad-Hoc) Care and Support in the Home

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 28

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Hales Group Ltd

Peterborough

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

3756814

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £5,000,000 / Highest offer: £20,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 9

Title

Support Services (Ad-Hoc) Care and Support in the Home

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 28

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Vestra Homecare Limited

Sunderland

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

7528116

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £5,000,000 / Highest offer: £20,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 9

Title

Support Services (Ad-Hoc) Care and Support in the Home

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 28

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Westhome Care Services

Sunderland

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

07298807

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £5,000,000 / Highest offer: £20,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 9

Title

Support Services (Ad-Hoc) Care and Support in the Home

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 28

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Thornciffe Homecare Limited (Hark Group Holdings)

Sunderland

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

07129635

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £5,000,000 / Highest offer: £20,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 9

Title

Support Services (Ad-Hoc) Care and Support in the Home

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 28

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Collens Healthcare Ltd

Gloucester

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

13124764

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £5,000,000 / Highest offer: £20,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 9

Title

Support Services (Ad-Hoc) Care and Support in the Home

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 28

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Elegance Care and Support Ltd

Sunderland

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

12626412

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £5,000,000 / Highest offer: £20,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 9

Title

Support Services (Ad-Hoc) Care and Support in the Home

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 28

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Allbrite Medical Staffing Ltd T/A Allbrite Care

Middlesborough

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

13829788

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £5,000,000 / Highest offer: £20,000,000 taken into consideration

Section V. Award of contract

Lot No

Lot 9

Title

Support Services (Ad-Hoc) Care and Support in the Home

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 28

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Kelly Park Limited

Consett

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

04193512

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £5,000,000 / Highest offer: £20,000,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Sunderland City Council

Sunderland

Country

United Kingdom