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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

9

### 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 (Coalfields)

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

Thorncliffe 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