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Award

Extra Care Principal Providers

Cheshire West and Chester Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-082765

Procurement identifier (OCID): ocds-h6vhtk-051e6a ([view related notices](#))

Published 15 December 2025, 10:01am

Scope

Reference

DN773583

Description

Following the notification by Cheshire West and Chester Council to bidders via The Chest on 22 December 2025 of their decision to extend Standstill for all 7 Lots, the new Standstill period is as follows:

Standstill extended till 6th January 2026 due to the holiday season, allowing enough time for response to clarifications request.

Extra care and care at home principal providers. To provide care to service users in Extra care facilities and care at home in the community.

Lot 1. Chester Central

Description

Chester Central & Chester East, Schemes Kingswood and Abbotswood

Lot 2. Chester South

Description

Chester South 1 Neston, Willaston & Thornton Scheme is Hallwood

Lot 3. Chester South 2

Description

Chester South 2 Lache and Blacon, Scheme is Deva Point

Lot 4. Northwich

Description

Northwich, Schemes Anderton Place

Lot 5. Rural

Description

Rural, Helsby / Frodsham - scheme is The Windings

Lot 6. Winsford

Description

Winsford, Schemes Hazelmere

Lot 7. Ellesmere Port

Description

Ellesmere Port, Schemes Hartley Place and Hollymere

Contract 1. Lot one - Chester Central

Lots

Lot 1. Chester Central

Supplier

- HOMECARERS CARE SERVICES LIMITED

Contract value

- £18,000,000 including VAT

Above the relevant threshold

Award decision date

12 December 2025

Date assessment summaries were sent to tenderers

15 December 2025

Standstill period

- End: 24 December 2025
- 8 working days

Earliest date the contract will be signed

9 January 2026

Contract dates (estimated)

- 5 May 2026 to 4 May 2029
- Possible extension to 4 May 2031

- 5 years

Description of possible extension:

1+1 years, commissioners will review on performance and decide whether to extend or recommission

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

option to increase or decrease care packages

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKD63 - Cheshire West and Chester

Contract 2. Lot two - Chester South

Lots

Lot 2. Chester South

Supplier

- C4 CARE LIMITED

Contract value

- £18,000,000 including VAT

Above the relevant threshold

Award decision date

12 December 2025

Date assessment summaries were sent to tenderers

15 December 2025

Standstill period

- End: 24 December 2025
- 8 working days

Earliest date the contract will be signed

9 January 2026

Contract dates (estimated)

- 5 May 2026 to 4 May 2029

- Possible extension to 4 May 2031
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Description of possible extension:

1+1 years, commissioners will review on performance and decide whether to extend or recommission

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

option to increase or decrease care packages

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKD63 - Cheshire West and Chester

Contract 3. Lot three - Chester South 2

Lots

Lot 3. Chester South 2

Supplier

- MAKING SPACE

Contract value

- £18,000,000 including VAT

Above the relevant threshold

Award decision date

12 December 2025

Date assessment summaries were sent to tenderers

15 December 2025

Standstill period

- End: 24 December 2025
- 8 working days

Earliest date the contract will be signed

1 February 2026

Contract dates (estimated)

- 5 May 2026 to 4 May 2029
- Possible extension to 4 May 2031
- 5 years

Description of possible extension:

1+1 years , decision on how contact is performing as to whether its extended or re-tendered

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

to increase or decrease care packages

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKD63 - Cheshire West and Chester

Contract 4. Lot four - Northwich

Lots

Lot 4. Northwich

Supplier

- C4 CARE LIMITED

Contract value

- £18,000,000 including VAT

Above the relevant threshold

Award decision date

12 December 2025

Date assessment summaries were sent to tenderers

15 December 2025

Standstill period

- End: 24 December 2025
- 8 working days

Earliest date the contract will be signed

9 January 2026

Contract dates (estimated)

- 5 May 2026 to 4 May 2029
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Description of possible extension:

1+1 years , decision on how contact is performing as to whether its extended or re-tendered

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

right to increase or decrease care packages

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKD63 - Cheshire West and Chester

Contract 5. Lot five - Rural

Lots

Lot 5. Rural

Supplier

- THE HUMAN SUPPORT GROUP LIMITED

Contract value

- £18,000,000 including VAT

Above the relevant threshold

Award decision date

12 December 2025

Date assessment summaries were sent to tenderers

15 December 2025

Standstill period

- End: 24 December 2025
- 8 working days

Earliest date the contract will be signed

9 January 2026

Contract dates (estimated)

- 5 May 2026 to 4 May 2029
- Possible extension to 4 May 2031
- 5 years

Description of possible extension:

1+1 years , decision on how contact is performing as to whether its extended or re-tendered

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

review of performance will determine whether extended or re-tendered

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKD63 - Cheshire West and Chester

Contract 6. Lot six - Winsford

Lots

Lot 6. Winsford

Supplier

- HOMECARERS CARE SERVICES LIMITED

Contract value

- £18,000,000 including VAT

Above the relevant threshold

Award decision date

12 December 2025

Date assessment summaries were sent to tenderers

15 December 2025

Standstill period

- End: 24 December 2025
- 8 working days

Earliest date the contract will be signed

9 January 2026

Contract dates (estimated)

- 5 May 2026 to 4 May 2029
- Possible extension to 4 May 2031
- 5 years

Description of possible extension:

1+1 years , decision on how contact is performing as to whether its extended or re-tendered

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

review of performance, current marketplace, costs, best value as to whether to extend or re-tender

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKD63 - Cheshire West and Chester

Contract 7. Lot seven - Ellesmere Port

Lots

Lot 7. Ellesmere Port

Supplier

- MAKING SPACE

Contract value

- £18,000,000 including VAT

Above the relevant threshold

Award decision date

12 December 2025

Date assessment summaries were sent to tenderers

15 December 2025

Standstill period

- End: 24 December 2025
- 8 working days

Earliest date the contract will be signed

9 January 2026

Contract dates (estimated)

- 5 May 2026 to 4 May 2029
- Possible extension to 4 May 2031
- 5 years

Description of possible extension:

review of performance, marketplace, costs, best value and whether extending or re-tender is most suitable

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

to increase or decrease care packages

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKD63 - Cheshire West and Chester

Information about tenders

Lot 1. Chester Central

- 15 tenders received
- 8 tenders assessed in the final stage:
 - 5 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 7 suppliers unsuccessful (details included for contracts over £5 million)

Unsuccessful suppliers

- [C4 CARE LIMITED](#)
- [THE HUMAN SUPPORT GROUP LIMITED](#)
- [CARE AT HOME GROUP LTD](#)
- [GUARDIAN HOMECARE UK LTD.](#)
- [HOMECARE4U LIMITED](#)

- [I CARE \(GB\) LIMITED](#)
- [VALLEY CARE DIRECT LIMITED](#)

Lot 2. Chester South

- 11 tenders received
- 5 tenders assessed in the final stage:
 - 4 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 4 suppliers unsuccessful (details included for contracts over £5 million)

Unsuccessful suppliers

- [THE HUMAN SUPPORT GROUP LIMITED](#)
- [CARE AT HOME GROUP LTD](#)
- [GUARDIAN HOMECARE UK LTD.](#)
- [VALLEY CARE DIRECT LIMITED](#)

Lot 3. Chester South 2

- 15 tenders received
- 9 tenders assessed in the final stage:
 - 5 submitted by small and medium-sized enterprises (SME)
 - 1 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts

- 8 suppliers unsuccessful (details included for contracts over £5 million)

Unsuccessful suppliers

- [HOMECARERS CARE SERVICES LIMITED](#)
- [C4 CARE LIMITED](#)
- [THE HUMAN SUPPORT GROUP LIMITED](#)
- [CARE AT HOME GROUP LTD](#)
- [GUARDIAN HOMECARE UK LTD.](#)
- [HOME CARE4U LIMITED](#)
- [I CARE \(GB\) LIMITED](#)
- [VALLEY CARE DIRECT LIMITED](#)

Lot 4. Northwich

- 13 tenders received
- 8 tenders assessed in the final stage:
 - 5 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 7 suppliers unsuccessful (details included for contracts over £5 million)

Unsuccessful suppliers

- [HOMECARERS CARE SERVICES LIMITED](#)
- [THE HUMAN SUPPORT GROUP LIMITED](#)
- [CARE AT HOME GROUP LTD](#)

- [GUARDIAN HOMECARE UK LTD.](#)
- [HOMECARE4U LIMITED](#)
- [I CARE \(GB\) LIMITED](#)
- [VALLEY CARE DIRECT LIMITED](#)

Lot 5. Rural

- 13 tenders received
- 6 tenders assessed in the final stage:
 - 3 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 5 suppliers unsuccessful (details included for contracts over £5 million)

Unsuccessful suppliers

- [HOMECARERS CARE SERVICES LIMITED](#)
- [CARE AT HOME GROUP LTD](#)
- [GUARDIAN HOMECARE UK LTD.](#)
- [HOMECARE4U LIMITED](#)
- [VALLEY CARE DIRECT LIMITED](#)

Lot 6. Winsford

- 15 tenders received
- 8 tenders assessed in the final stage:

- 5 submitted by small and medium-sized enterprises (SME)
- 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 7 suppliers unsuccessful (details included for contracts over £5 million)

Unsuccessful suppliers

- [C4 CARE LIMITED](#)
- [THE HUMAN SUPPORT GROUP LIMITED](#)
- [CARE AT HOME GROUP LTD](#)
- [GUARDIAN HOMECARE UK LTD.](#)
- [HOMECARE4U LIMITED](#)
- [I CARE \(GB\) LIMITED](#)
- [VALLEY CARE DIRECT LIMITED](#)

Lot 7. Ellesmere Port

- 18 tenders received
- 11 tenders assessed in the final stage:
 - 7 submitted by small and medium-sized enterprises (SME)
 - 2 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 10 suppliers unsuccessful (details included for contracts over £5 million)

Unsuccessful suppliers

- [HOMECARERS CARE SERVICES LIMITED](#)

- [C4 CARE LIMITED](#)
- [THE HUMAN SUPPORT GROUP LIMITED](#)
- [CARE AT HOME GROUP LTD](#)
- [GUARDIAN HOMECARE UK LTD.](#)
- [ICARE \(GB\) LIMITED](#)
- [VALLEY CARE DIRECT LIMITED](#)
- [CARING CONNECTIONS LIMITED](#)
- [COMFORT CALL LIMITED](#)
- [WILLOWBROOK \(HYNDBURN\) LIMITED](#)

Procedure

Procedure type

Open procedure

Special regime

Light touch

Suppliers

C4 CARE LIMITED

- Public Procurement Organisation Number: PYDG-1611-WBNP

Riverview House Unit A14 The Embankment Business Park

Stockport

SK4 3GN

United Kingdom

Email: Info@c4-care.com

Website: <https://c4-care.com>

Region: UKD35 - Greater Manchester South East

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. Lot two - Chester South

C4 CARE LIMITED

- Companies House: 11246961
- Public Procurement Organisation Number: PYDG-1611-WBNP

Riverview House Unit A14 The Embankment Business Park

Stockport

SK4 3GN

United Kingdom

Email: Info@c4-care.com

Website: <https://c4-care.com>

Region: UKD35 - Greater Manchester South East

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 4. Lot four - Northwich

CARE AT HOME GROUP LTD

- Companies House: 05153902
- Public Procurement Organisation Number: PNMR-9617-PDYY

Suite G4 Gateway House Old Hall Road

Wirral

CH62 3NX

United Kingdom

Website: <http://www.careathomegroup.com>

Region: UKD74 - Wirral

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

CARING CONNECTIONS LIMITED

- Companies House: 02722484
- Public Procurement Organisation Number: PLHC-8687-GJXY

First Floor 1a Edward House Woodward Road

Liverpool

L33 7UY

United Kingdom

Website: <http://www.caringconnections.org.uk>

Region: UKD71 - East Merseyside

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

COMFORT CALL LIMITED

- Companies House: 05763279
- Public Procurement Organisation Number: PQPQ-6532-MXYG

Cardinal House Abbeyfield Court

Nottingham

NG7 2SZ

United Kingdom

Website: <https://comfortcall.co.uk>

Region: UKF14 - Nottingham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

GUARDIAN HOMECARE UK LTD.

- Companies House: 04014602
- Public Procurement Organisation Number: PNYP-6481-CLPV

Cardinal House Abbeyfield Court

Nottingham

NG7 2SZ

United Kingdom

Website: <http://https://guardianhomedcare.co.uk>

Region: UKF14 - Nottingham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

HOMECARE4U LIMITED

- Companies House: 07455354

- Public Procurement Organisation Number: PBYC-1754-BDHM

Crown House Stephenson Road

Colchester

CO4 9QR

United Kingdom

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

Region: UKH34 - Essex Haven Gateway

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

HOMECARERS CARE SERVICES LIMITED

- Companies House: 03729978
- Public Procurement Organisation Number: PHTT-4319-PRGP

245 Hammersmith Road

London

W6 8PW

United Kingdom

Email: contracts@home-carers.co.uk

Website: <http://www.home-carers.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 1. Lot one - Chester Central

Contract 6. Lot six - Winsford

I CARE (GB) LIMITED

- Companies House: 02905218
- Public Procurement Organisation Number: PDDG-1253-XXPY

Kincraig Business Park Building 3

Blackpool

FY2 0PJ

United Kingdom

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

Region: UKD42 - Blackpool

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

MAKING SPACE

- Companies House: 01642033
- Public Procurement Organisation Number: PGDX-4135-WLJX

Lyne House 46 Allen Street

Cheshire

WA2 7JB

United Kingdom

Email: development@makingspace.co.uk

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

Region: UKD61 - Warrington

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 3. Lot three - Chester South 2

Contract 7. Lot seven - Ellesmere Port

THE HUMAN SUPPORT GROUP LIMITED

- Companies House: 03513906
- Public Procurement Organisation Number: PYBW-1958-NHZL

Cardinal House Abbeyfield Court

Nottingham

NG7 2SZ

United Kingdom

Email: HSGcontracts@candchealthcare.co.uk

Website: <https://humansupportgroup.co.uk>

Region: UKF14 - Nottingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 5. Lot five - Rural

VALLEY CARE DIRECT LIMITED

- Companies House: 07393628
- Public Procurement Organisation Number: PRJX-5755-GJQZ

Unit 7, The Village, Maisies Way

South Normanton, Alfreton, De55 2DS

De55 2DS

United Kingdom

Website: <https://caresante.co.uk/valley-care-derbyshire/>

Region: UKF12 - East Derbyshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

WILLOWBROOK (HYNDBURN) LIMITED

- Companies House: 04881149
- Public Procurement Organisation Number: PJPR-7347-QWVV

188-190 Union Road

Lancashire

BB5 3EG

United Kingdom

Website: <http://willowbrook-homecare.co.uk>

Region: UKD46 - East Lancashire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contracting authority

Cheshire West and Chester Council

- Public Procurement Organisation Number: PCJB-2814-BHZP

The Portal, Wellington Road

Ellesmere Port

CH65 0BA

United Kingdom

Email: centralprocurement@cheshirewestandchester.gov.uk

Region: UKD63 - Cheshire West and Chester

Organisation type: Public authority - sub-central government