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Contract

Provision of Domiciliary Care Services in the Western Health and Social Care Trust Area

Western Health and Social Care Trust

F20: Modification notice

Notice identifier: 2025/S 000-085187

Procurement identifier (OCID): ocds-h6vhtk-05fb07

Published 19 December 2025, 9:02pm

Section I: Contracting authority/entity

I.1) Name and addresses

Western Health and Social Care Trust

MDEC Building, Altnagelvin Area Hospital, Glenshane Road

Derry

BT47 6SB

Email

contracts@westerntrust.hscni.net

Country

United Kingdom

Region code

UKN0 - Northern Ireland

Internet address(es)

Main address

<http://www.westernttrust.hscni.net>

Buyer's address

<https://etendersni.gov.uk/epps>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Domiciliary Care Services in the Western Health and Social Care Trust Area

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.2) Description

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services
- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKN0 - Northern Ireland

II.2.4) Description of the procurement at the time of conclusion of the contract:

Provision of Domiciliary Care Services in the Western Health and Social Care Trust Area

Lot 8 Castlederg

Guaranteed Hours 2,784 hours per week;

Estimated Time Specific Hours 1,314 hours per week

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

60

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2016/S 200-361245](#)

Section V. Award of contract/concession

Contract No

12279

Title

Provision of Domiciliary Care Services in the Western Health and Social Care Trust Area - Lot 8 Castlederg

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

9 September 2016

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor/concessionaire

North West Care and Support Ltd

Roe Business Centre Room F2 and F3, 4-6 Killane Road

Limavady

BT49 0DN

Email

shaunairwin@nwcare.co.uk

Country

United Kingdom

NUTS code

- UKN0 - Northern Ireland

Internet address

<https://www.nwcare.co.uk>

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Care Plus

Enniskillen

BT74 4RL

Email

Jackie@careplusni.co.uk

Country

United Kingdom

NUTS code

- UKN0 - Northern Ireland

Internet address

<https://www.careplushomecare.co.uk>

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Hillview Lodge Limited t/a Glen Caring Services

Omagh

BT89 7EL

Email

linda@glencaring.com

Country

United Kingdom

NUTS code

- UKN0 - Northern Ireland

Internet address

<https://www.glencaring.com>

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £14,663,871

Section VI. Complementary information

VI.3) Additional information

Reference VII.2.2 continued: Extension of Contract Period: PREVIOUS MODIFICATIONS STARTING WITH THE OLDEST AND ENDING WITH THE MOST RECENT PRIOR TO MODIFICATION 5 MODIFICATION 1 Description of the modifications DoH Direction Reasons for modification Regulation 72(1)(c)(i) PCR 2015 is satisfied as the need for modification has been brought about by external circumstances, which a diligent contracting authority could not have foreseen when the Trust awarded these contracts back in 2016. DoH directed for the financial year 23/24: Reversal of the £0.08 per hour in respect of the reversal of the National Insurance Levy referred to in the Trust's letter of 14.08.23, bringing the hourly rate to £18.00 per hour; and An increase from £18.00 to £18.54 per hour. With effect from 01.04.23 the Hourly Rate is increased to £18.54 from 01.04.23 until 31.03.24. The service, being a domiciliary care service, is unchanged. As such the modification does not alter the overall nature of the Contract and therefore satisfies Regulation 72(1)(c)(ii). Regulation 72(1)(c)(iii) is met in that the increase in price for Lot 8 does not exceed 50% of the value of the original contract. The increase in price for Lot 8 is £330615 and the value of the original Contracts for Lot 8 is £14,663,871.

Increase in price Updated total contract value before the modifications: £24,713,763 Total contract value after the modifications: £25044378.

MODIFICATION 2 Duration of the contract in months: 93 Description of the modifications Extension to Contract Period and DoH Direction Reasons for modification Regulation 72(1)(c)(i) PCR 2015 is satisfied as the need for modification has been brought about by external circumstances, which a diligent contracting authority could not have foreseen when the Trust awarded these contracts back in 2016. Extension of Contract Period The Trust is preparing to re-tender this Service. This re-procurement exercise has been delayed as a result of the matters detailed in the Trust's letter dated 23.02.23, as well as unforeseen DoH direction relating to the HSC financial position, which impacts upon the re-procurement process. As such, new contracts under the re-procurement exercise will not be awarded and the service transitioned and commenced thereunder before the expiry of the current Contracts in Lot 8 on 30.09.23. In order to ensure the continued and uninterrupted service delivery of this critical front line service in the interim, the Trust issued a letter dated 20.02.24 to amend the Contract Period in Contracts in Lot 8 to include one further period of extension of 9 months commencing on 01.02.25 and expiring on 31.10.25. DoH Direction DoH directed for the financial year 23/24: Reversal of the £0.08 per hour in respect of the reversal of the National Insurance Levy referred to in the Trust's letter of 14.08.23, bringing the hourly rate to £18.00 per hour; and An increase from £18.00 to £18.54 per hour. With effect from 20.02.24, the Hourly Rate is increased to £18.54 per hour from 01.04.23 – 31.03.24. The service, being a domiciliary care service, is unchanged. As such the modification does not alter the overall nature of the Contract and therefore satisfies Regulation 72(1)(c)(ii). Regulation 72(1)(c)(iii) is met in that the increase in price for Lot 8 does not exceed 50% of the value of the original contract. The increase in price for Lot 8 is £3008310 and the

value of the original Contracts for Lot 8 is £14663871. Increase in price Updated total contract value before the modifications: £25044378 Total contract value after the modifications: £28052688. MODIFICATION 3 Description of the modifications DoH Direction Reasons for modification Regulation 72(1)(c)(i) PCR 2015 is satisfied in respect of this modification as the need for modification has been brought about by external circumstances, which a diligent contracting authority could not have foreseen when the Trust awarded these contracts back in 2016. DoH directed for the financial year 24/25: In observance of the important role of Providers and their requirements as an employer, funding is provided by DoH to address the requirements of the National Living Wage increase, effective from 01.04.24. The DoH has directed that the Trust increase the Hourly Rate under the Contract from £18.54 to £20.01 per hour for 24/25, with effect from 01.04.24. The DoH direction states: "It would be expected that this increase would be used to support wage rates within the sector and therefore support sustainability and capacity for this vital service." With effect from 01.04.24, the Hourly Rate is increased to £20.01 per hour from 01.04.24 until 31.03.25. In observation of inflationary pressures, the DoH has also directed a non-recurrent support package for Providers for 23/24, to support inflationary pressures. This is paid on a non-recurrent basis at an additional £0.20 per hour, effective from 01.04.23 to 31.03.24. The £0.20 per hour financial support is provided on the Guaranteed Hours and hours under the Time Specific Model paid for the period 01.04.23 to 31.03.24. Payment of this financial support was made by the Trust on 03.05.24. Here the service, being a domiciliary care service, is unchanged. As such the modification does not alter the overall nature of the Contract and therefore satisfies Regulation 72(1)(c)(ii). Regulation 72(1)(c)(iii) is met in that the increase in price for Lot 8 does not exceed 50% of the value of the original contract. The increase in price for Lot 8 is £200,413 and the value of the original Contracts for Lot 8 is £14663871. Increase in price Updated total contract value before the modifications: £28052688 Total contract value after the modifications: £28,453,515. . MODIFICATION 4 Duration of the contract in months: 105 Description of the modifications Extension to Contract Period and DoH Direction Reasons for modification Regulation 72(1)(c)(i) PCR 2015 is satisfied as the need for modification has been brought about by external circumstances, which a diligent contracting authority could not have foreseen when the Trust awarded these contracts back in 2016. Extension of Contract Period In order to ensure the continued and uninterrupted service delivery of this critical front line service the Trust issued a letter 07.03.25 to vary the Contract Period in Lot 8 Contracts to include one further period of extension of 12 months commencing on 01.11.25 and expiring on 31.10.26. The Trust has recently advertised the re-tender of this Service. The re-procurement exercise was delayed as a result of unforeseen DoH, regional HSC and NI public procurement policy as well as DoH direction relating to the HSC financial position which materially impacted upon the re-tender exercise. As such new contracts under the re-procurement exercise will not be awarded and the service transitioned and commenced thereunder before the expiry of the current Contract on 30.06.25. DoH Direction DoH directed for the financial year 24/25: In observance of the important role of Providers and their requirements as an employer, funding is provided by DoH to address the requirements of the National Living Wage increase, effective from 01.04.24. DoH has directed that the Trust increase the

Hourly Rate under the Contract from £18.54 to £20.01 per hour for 24/25, with effect from 01.04.24. The DoH direction states "It would be expected that this increase would be used to support wage rates within the sector and therefore support sustainability and capacity for this vital service." The service, being a domiciliary care service, is unchanged. As such the modification does not alter the overall nature of the Contract and therefore satisfies Regulation 72(1)(c)(ii). Regulation 72(1)(c)(iii) is met in that the increase in price for Lot 8 does not exceed 50% of the value of the original contract. The increase in price for Lot 8 is £3829070 and the value of the original Contracts for Lot 8 is £14663871. Increase in price Updated total contract value before the modifications: £28453515 Total contract value after the modifications: £32282585. . .

VI.4) Procedures for review

VI.4.1) Review body

The High Court of Justice In Northern Ireland, Royal Courts of Justice

Chichester Street

Belfast

BT1 3JF

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

An economic operator that suffers, or risks suffering, loss or damage attributable to a breach of duty under the Public Contracts Regulations 2015 (SI 2015/102) (as amended) may bring proceedings to the High Court (Northern Ireland). Any such proceedings are subject to the time limits as detailed in the Public Contracts Regulations 2015 (SI 2015/102) (as amended).

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 98000000 - Other community, social and personal services

VII.1.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

VII.1.3) Place of performance

NUTS code

- UKN0 - Northern Ireland

VII.1.4) Description of the procurement:

Provision of Domiciliary Care Services in the Western Health and Social Care Trust Area
Lot 8

Castlederg

The Trust refers to its response at VII.2.1 and VII.2.2.

Extension to Contract Period. The Trust issued a letter dated 7th March 2025 to amend the Contracts in Lot 8 with effect from 7th March 2025 (Variation Date) so that the Contract Period shall be amended to include one further period of extension of 12 months commencing on 1st November 2025 and expiring on 31st October 2026

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

105

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£32,282,585

VII.1.7) Name and address of the contractor/concessionaire

North West Care and Support Ltd

Limavady

BT49 0DN

Email

shaunairwin@nwcare.co.uk

Country

United Kingdom

NUTS code

- UKN0 - Northern Ireland

Internet address

<https://www.nwcare.co.uk>

The contractor/concessionaire is an SME

No

VII.1.7) Name and address of the contractor/concessionaire

North West Care and Support Ltd

Roe Business Centre Room F2 and F3, 4-6 Killane Road

Limavady

BT49 0DN

Email

shaunairwin@nwcare.co.uk

Country

United Kingdom

NUTS code

- UKN0 - Northern Ireland

Internet address

<https://www.nwcare.co.uk>

The contractor/concessionaire is an SME

No

VII.1.7) Name and address of the contractor/concessionaire

Care Plus

Unit 62/63, Enniskillen Business Centre, 21 Lackaboy Road

Enniskillen

BT74 4RL

Email

Jackie@careplusni.co.uk

Country

United Kingdom

NUTS code

- UKN0 - Northern Ireland

Internet address

<https://www.careplushomecare.co.uk>

The contractor/concessionaire is an SME

Yes

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Extension to Contract Period

The Trust refers to its response below at VII.2.2 and VII.2.3

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

The Trust refers response at VII.2.1. Regulation 72(1)(c)(i) PCR 2015 is satisfied as the need for modification has been brought about by external circumstances, which a diligent contracting authority could not have foreseen when the Trust awarded these contracts back in 2016. DoH directed for the financial year 25/26 with effect from 01.04.25: An increase from £20.01 to £21.35 per hour. With effect from 01.04.25, the Hourly Rate in Contracts in Lot 8 is increased to £21.35 per hour from 01.04.25 until 31.03.26. The service, being a domiciliary care service, is unchanged. As such the modification does not alter the overall nature of the Contract and satisfies Regulation 72(1)(c)(ii). Regulation 72(1)(c)(iii) is met in that the increase in price for Lot 8 does not exceed 50% of the value of the original contracts. The increase in price for Lot 8 is £360383 and the value of the original Contracts for Lot 8 is £14663871. Increase in price Updated total contract value before the modifications: £32282585 Total contract value after the modifications: £32642968. Continued VI.3

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptions and average inflation)

Value excluding VAT: £32,282,585

Total contract value after the modifications

Value excluding VAT: £32,642,968