**Home Support South Norfolk -Framework Providers Framework Agreement (Quick Guide)**

**What is it?**

A Framework Agreement is an official agreement that suppliers sign up to and has suppliers on it that are capable of providing the services within its scope. By signing up to the Framework, suppliers are confirming that they want to work with us on the terms stated in the agreement and bid for our contracts in the future; it does not however guarantee them any work.

Suppliers are invited to submit an official ‘bid’ to get on board to the Framework Agreement. The Framework Agreement will last for 60 months.

**How will it work?**

Once in place, we will be able to compete contracts through “further competitions” on the Framework. These will be like a Request for Quotation exercise and will be done through a secure system. We will also use a “Direct Award” process where a need is urgent and/or only one supplier can meet the requirement. We are asking providers to submit pricing for each support area they cover. We will have this pricing on record, which will assist all staff needing to make urgent placements.

If suppliers do not apply to get onto the framework they will not be awarded any work that falls within the scope of the framework.

**When will it be in place?**

The Framework Agreement is open now: the deadline for suppliers to submit their applications is 11 August 2025 at 11:00 AM.

There will a period of evaluation, then standstill followed by framework appointment, ready for the framework to be in placed for early 2026

**Why are we doing this?**

The Council wishes to appoint a number of framework providers to deliver home support services in each Primary Care Network (PCN). The intention is that these providers will deliver 30% of the hours and the remaining 70% will be delivered by a Principal Provider (appointed through a separate procurement) for the PCN.. Frameworks make it easier to manage our contracts with providers, and providers will only have one overarching agreement to work against.

This procurement is split into 4 lots, which covers PCNs in South Norfolk:

The lots area:

1. Mid Norfolk

2. Breckland

3. Ketts Oak

4. SNHIP

Please note that our intention overall is to limit a provider to having a maximum of 50% of the PCNs in an area.

Bidders may apply for all lots in each area, but will be awarded no

In addition, by setting up a Framework Agreement we no longer need to carry out full tenders for every single contract that falls within the remit of this framework; we can run a “further competition” from the framework more quickly than a standard tender because all of the suppliers have been assessed as capable of providing the service, under a pre-agreed set of terms and conditions.

**How will it affect me?**

If you are interested in providing these services to NCC, you need to apply to join this framework.

If you have a question about the Framework, or you have any thoughts or suggestions about operational changes that we may not have considered, please just ask.