

**United Kingdom-Grimsby: Health and social work services**  
**OJ S 27/2020 07/02/2020**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: North East Lincolnshire Clinical Commissioning Group

Postal address: Municipal Offices, Town Hall Square

Town: Grimsby

NUTS code: UKE13 North and North East Lincolnshire

Postal code: DN31 2UJ

Country: United Kingdom

Contact person: Contract Team

E-mail: [NELCCG.NELPCProcurement@nhs.net](mailto:NELCCG.NELPCProcurement@nhs.net)

Telephone: +44 3003000400

**Internet address(es):**

Main address: <http://www.northeastlincolnshireccg.nhs.uk/>

Address of the buyer profile: <http://www.northeastlincolnshireccg.nhs.uk/>

**I.4. Type of the contracting authority**

Other type: Clinical commissioning group

**I.5. Main activity**

Health

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Support at Home Service (Previously Named Domiciliary Care Services)

**II.1.2. Main CPV code**

85000000 Health and social work services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

North East Lincolnshire Clinical Commissioning Group is seeking applications from suitably qualified and experienced providers, who are currently registered as home care agencies with the Care Quality Commission.

The contract is for the provision of support at home services (domiciliary care) services in North East Lincolnshire for a 3-year period, starting on 1.7.2020 with the possibility of extending for a further 2 years.

NELCCG are looking to award 3 lead provider contracts for designated geographical areas with support contracts awarded to approved providers to support the lead providers.

#### **II.1.6. Information about lots**

This contract is divided into lots: yes

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 24 000 000,00 EUR

### **II.2. Description**

#### **II.2.1. Title**

Area 1 — West

Lot No: 1

#### **II.2.2. Additional CPV code(s)**

85000000 Health and social work services

#### **II.2.3. Place of performance**

NUTS code: UKE13 North and North East Lincolnshire

#### **II.2.4. Description of the procurement**

North East Lincolnshire Clinical Commissioning Group (NELCCG) is seeking applications from suitably qualified and experienced providers, who are currently registered as home care agencies with the Care Quality Commission.

The contract is for the provision of support at home services (domiciliary care) services in North East Lincolnshire for a 3-year period with the possibility of extending for a further 2 years. NELCCG are looking to award 3 lead provider contracts for designated geographical areas with support contracts awarded to approved providers to support the lead providers.

NELCCG have been working to remodel the way people receive their support at home. Moving away from the rigid time/task method to a much more responsive, flexible and personal service. The aim will be to deliver, by developing responsive neighbourhood teams, outcome based, personalised support to individuals over the age of 18 residing in North East Lincolnshire who have social care needs and may also have health care needs, enabling them to remain in their own home and be supported to achieve and maintain their optimum potential for physical, intellectual, emotional and social well-being.

While consistent routine calls will be required, the service will not be delivered on a time/task model but based on individual need, delivered in a responsive and flexible manner.

A 'Team not Times' approach with teams of support workers assigned to particular neighbourhoods has been developed. The lead providers will assign support workers to neighbourhood areas within their geographical zones based on the needs of those receiving support in that area enabling workers to understand the needs of those individuals and to deliver support flexibly within that community.

Innovation and efficiencies in service provision for improved delivery of individual's outcomes will be sought from prospective providers of the service, as will enhanced partnership working to provide an integrated service that works across health, social care, voluntary and other agencies within North East Lincolnshire.

It is likely TUPE will apply to the transfer of staff undertaking the current service provision; however, it will be the responsibility of bidders to seek appropriate legal advice at the appropriate time.

Interested parties wishing to participate in the procurement should register and download a tender pack from the NELCCG eProcurement system at <https://eprocurement.northeastlincolnshireccg.nhs.uk/> and submit an application using the supplied documentation. Completed questionnaires must be received by 12.00 noon on 22.11.2019.

#### **II.2.5. Award criteria**

Quality criterion - Name: Service delivery / Weighting: 70

Quality criterion - Name: Submission to community reps (peoples panel) / Weighting: 30

Price - Weighting: 0

#### **II.2.11. Information about options**

Options: no

#### **II.2.13. Information about European Union funds**

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

#### **II.2.14. Additional information**

2019-2020 hourly rate — 14,64 GBP.

Indicative hours of support delivered (as of September 2019) — 3 866 per week.

NELCCG are looking to appoint 1 provider for each area. Bidders will be asked to indicate their preferred areas in order.

Anticipated service start date 1.7.2020

### **II.2. Description**

#### **II.2.1. Title**

Area 2 — East

Lot No: 2

#### **II.2.2. Additional CPV code(s)**

85000000 Health and social work services

#### **II.2.3. Place of performance**

NUTS code: UKE13 North and North East Lincolnshire

#### **II.2.4. Description of the procurement**

North East Lincolnshire Clinical Commissioning Group (NELCCG) is seeking applications from suitably qualified and experienced providers, who are currently registered as home care agencies with the Care Quality Commission.

The contract is for the provision of support at home services (domiciliary care) services in North East Lincolnshire for a 3-year period with the possibility of extending for a further 2 years. NELCCG are looking to award 3 lead provider contracts for designated geographical areas with support contracts awarded to approved providers to support the lead providers.

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#### **II.2.5. Award criteria**

Quality criterion - Name: Service delivery / Weighting: 70

Quality criterion - Name: Submission to community reps (peoples panel) / Weighting: 30

Price - Weighting: 0

#### **II.2.11. Information about options**

Options: no

#### **II.2.13. Information about European Union funds**

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

#### **II.2.14. Additional information**

2019-2020 hourly rate — 14,64 GBP.

Indicative hours of support delivered (as of September 2019) — 3 221 hours per week.

NELCCG are looking to appoint 1 provider for each area. Bidders will be asked to indicate their preferred areas in order.

Anticipated service start date 1.7.2020.

### **II.2. Description**

#### **II.2.1. Title**

Area 3 — South

Lot No: 3

#### **II.2.2. Additional CPV code(s)**

85000000 Health and social work services

#### **II.2.3. Place of performance**

NUTS code: UKE13 North and North East Lincolnshire

#### **II.2.4. Description of the procurement**

North East Lincolnshire Clinical Commissioning Group (NELCCG) is seeking applications from suitably qualified and experienced providers, who are currently registered as home care agencies with the Care Quality Commission.

The contract is for the provision of support at home services (domiciliary care) services in North East Lincolnshire for a 3-year period with the possibility of extending for a further 2 years. NELCCG are looking to award 3 lead provider contracts for designated geographical areas with support contracts awarded to approved providers to support the lead providers. NELCCG have been working to remodel the way people receive their support at home. Moving away from the rigid time/task method to a much more responsive, flexible and personal service. The aim will be to deliver, by developing responsive neighbourhood teams, outcome based, personalised support to individuals over the age of 18 residing in North East Lincolnshire who have social care needs and may also have health care needs, enabling them to remain in their own home and be supported to achieve and maintain their optimum potential for physical, intellectual, emotional and social well-being.

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#### **II.2.5. Award criteria**

Quality criterion - Name: Service delivery / Weighting: 70

Quality criterion - Name: Submission to community reps (peoples panel) / Weighting: 30

Price - Weighting: 0

#### **II.2.11. Information about options**

Options: no

#### **II.2.13. Information about European Union funds**

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

#### **II.2.14. Additional information**

2019-2020 hourly rate — 14,64 GBP.

Indicative hours of support delivered (as of September 2019) — 3 454 per week.

NELCCG are looking to appoint 1 provider for each area. Bidders will be asked to indicate their preferred areas in order.

Anticipated service start date 1.7.2020.

### **Section IV: Procedure**

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#### **IV.1. Description**

##### **IV.1.1. Type of procedure**

Open procedure

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

##### **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 in the OJ S: [2019/S 183-445869](#)

##### **IV.2.8. Information about termination of dynamic purchasing system**

##### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

### **Section V: Award of contract**

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**Lot No: 1**

**Title:**

Area 1 — West

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

04/02/2020

##### **V.2.2. Information about tenders**

Number of tenders received: 5

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

##### **V.2.3. Name and address of the contractor**

Official name: Hales Group Ltd

National registration number: 3756814

Postal address: 11 Dudley Street, Grimsby

Town: Grimsby

NUTS code: UKE13 North and North East Lincolnshire

Postal code: DN31 2AW

Country: United Kingdom

The contractor is an SME: no

##### **V.2.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot: 8 800 000,00 GBP

Total value of the contract/lot: 8 800 000,00 GBP

##### **V.2.5. Information about subcontracting**

### **Section V: Award of contract**

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**Contract No: 2**

**Lot No: 2**

**Title:**

Area 2 — East

A contract/lot is awarded: yes

**V.2. Award of contract**

**V.2.1. Date of conclusion of the contract**

04/02/2020

**V.2.2. Information about tenders**

Number of tenders received: 5

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

**V.2.3. Name and address of the contractor**

Official name: Humberside Independent Care Association Ltd

National registration number: 27662R

Postal address: Allied House, Wilton Road, Humberston

Town: Humberston

NUTS code: UKE13 North and North East Lincolnshire

Postal code: DN36 4AW

Country: United Kingdom

The contractor is an SME: no

**V.2.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot: 7 300 000,00 GBP

Total value of the contract/lot: 7 300 000,00 GBP

**V.2.5. Information about subcontracting**

**Section V: Award of contract**

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**Contract No: 3**

**Lot No: 3**

**Title:**

Area 3 — South

A contract/lot is awarded: yes

**V.2. Award of contract**

**V.2.1. Date of conclusion of the contract**

04/02/2020

**V.2.2. Information about tenders**

Number of tenders received: 5

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

**V.2.3. Name and address of the contractor**

Official name: Willow Homecare and Support Services Ltd

National registration number: 04779959  
Postal address: 4 Dudley Street, Grimsby North East Lincolnshire  
Town: Grimsby  
NUTS code: UKE13 North and North East Lincolnshire  
Postal code: DN31 2AB  
Country: United Kingdom  
The contractor is an SME: yes

**V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 7 800 000,00 GBP

**V.2.5. Information about subcontracting**

**Section VI: Complementary information**

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**VI.3. Additional information**

Interested Bidders are to register on NELCCG's eProcurement system via <https://eprocurement.northeastlincolnshireccg.nhs.uk/> Registration does not require approval and will provide instant access to the tender pack.

Tender pack documents will consist of:

— memorandum of information (MOI) including:

Annex A – Service specification;

Annex B – North East Lincolnshire Local Information;

Annex C – Question and answer template;

Annex D – Form of application – Non-collusion declaration;

Annex E – Conflict of interest declaration;

Annex F – TUPE Declaration (to be returned before TUPE information is released).

— tender questionnaire.

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: CEDR

Town: London

Country: United Kingdom

**VI.4.2. Body responsible for mediation procedures**

Official name: CEDR

Town: London

Country: United Kingdom

**VI.5. Date of dispatch of this notice**

04/02/2020