

Sample County Council: Home care framework 2027

Invitation to tender: specification and evaluation. Closing date 30 November 2026. Contract from 1 April 2027 for four years, with an option of two more.

1. What we are buying

Home care for adults in four zones (North, South, East, West), about 38,000 hours a month in total. Providers may bid for up to two zones. Visits of at least 30 minutes except for checks agreed in the care plan.

2. Price

The council will pay a single hourly rate per zone. Bids above £29.50 an hour will not be accepted. Prices are fixed for year one; uplifts in later years follow the National Living Wage and CPI as set out in Schedule 4.

3. Requirements

- Registered with CQC for personal care, with a rating of Good or Outstanding, or a plan to reach Good within 12 months.
- Electronic call monitoring for every visit, shared with the council weekly.
- Care workers paid for travel time, and at least the National Living Wage for all working time.
- Capacity to start new packages within 48 hours in at least 80% of cases.
- An office within the zone or within 10 miles of it.

4. Evaluation

Question	Weight
Q1 Understanding of the local market and the people who use services in the zone	15%
Q2 Recruitment and keeping care workers, including pay and travel time	20%
Q3 Quality, safety and outcomes	20%
Q4 Capacity and starting new packages quickly	15%
Q5 Social value	10%
Price	20%

5. Market understanding (Q1)

Describe the zone's population and its growth, demand for home care over the contract, competition from other providers, and how you will recruit in a market where care homes and other employers compete for the same workers. Up to 1,000 words.