



Our reference: 1038

Unique identifier: [REDACTED]

Tender Notice Reference: [REDACTED]

Date: 25th September 2025

Dear Bidder,

Re: Invitation to Tender for Live at Home 2025/ [REDACTED]

Thank you for your tender submission by 2nd June 2025 for the aforementioned procurement. Following the conclusion of the assessment process, I am pleased to inform you that your organisation has been successful in its bid to join the Live at Home framework. The lots and the framework tiers that your organisation has been appointed to are:

The bid did not meet the Tier 1 Special Terms because at the close of the tender the bidder's CQC location had not achieved an overall rating of 'Good' or 'Outstanding' as set out in the Contract and Bidder Guidance documents. The bidder has been awarded position(s) on Tier 2 in the lot(s) indicated in Appendix 1.

Your assessment summary is provided at Annex A. This sets out your scores, and the rationale for those scores, against each of the assessment criteria. The full assessment methodology and award criteria can be found in the Bidder Guidance document.

In accordance with Regulation 51 of the Procurement Act 2023 we are introducing a "standstill" period of eight working days between selecting the successful bidders and entering into a binding agreement. The standstill period for this requirement will commence on 25th September 2025 and will finish at midnight at the end of 4th October 2025.

Assuming the provisional decision remains unaltered as a result of any representations made during the standstill period, it is our intention to enter into a contract for this requirement by 7th October 2025.

You are strongly advised not to incur any expenses or enter any binding arrangements until such time as the contract has been executed by both parties. The Authority will not be liable for any expenses incurred in connection with the anticipated contract before execution of the contract.

This letter is sent without prejudice to the right of Essex County Council to abandon the procurement, cancel the award procedure or suspend award of the contract for any reason.

I would be grateful for your acknowledgement that you have received and understood the contents of this communication by responding via the Essex Supplier Portal.

We would like to take this opportunity to thank you for the time and effort you have dedicated to this tender process, and we look forward to working with you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'C. Felton'.

Claire Felton
Procurement Specialist
Essex County Council

Annex A: Assessment Summary

Your Tier 2 Assessed Tender - Lot 1 Basildon

Technical Response Criteria	Relative importance	Scoring scale	Score awarded	Explanation of score
<p>CQC Key Line of Enquiry (KLoE) for individual CQC Locations advised in the Organisation and Branch Details document (validated from published CQC website data) and will be applied for each Branch individually.</p>	35%	0-35	7	<p>2 Outstanding and 3 Good KLoEs or higher = 35%</p> <p>1 Outstanding and 4 Good KLoEs = 28%</p> <p>5 Good KLoEs = 24.5%</p> <p>4 Good and 1 Requires Improvement KLoEs = 21%</p> <p>3 Good and 2 Requires Improvement KLoEs = 10.5%</p> <p>2 Good and 3 Requires Improvement KLoEs = 7%</p> <p>1 Good and 4 Requires Improvement KLoEs = 7%</p> <p>5 Requires Improvement KLoEs = 3.5%</p> <p>Any inadequate KLoE (where a bidder has at least 1 inadequate KLoE) = 0%</p> <p>Unrated = 0%</p>
<p>Registered Manager in post (at close of tender) – either published on the CQC website or evidence of an application to the CQC and will be applied for each Branch individually.</p>	1%	0-1	1	<p>Registered Manager in post at the close of tender – either published on the CQC website or evidence of an application to the CQC = 1%</p> <p>No Registered Manager in post at the close of tender = 0%</p>
<p>Evidence of Electronic Homecare Management system in use by the close of the tender.</p>	3.5%	0-3.5	3.5	<p>Evidence of Electronic Homecare Management system in use submitted with your bid. Contract to be submitted as evidence (where the Bidder is using a bespoke system submit an anonymised sample report) along with a sample CSV file exported from the system to evidence that CSV reports showing care visit data can be exported (this should be up to three lines of test data and must not contain adult data). = 3.5%</p> <p>No evidence of Electronic Homecare Management system submitted with your bid = 0%</p>

Technical Response Criteria	Relative importance	Scoring scale	Score awarded	Explanation of score
Digital Social Care Record system in use by the close of the tender.	3.5%	0-3.5	0	<p>Evidence of a Digital Social Care Record system in use submitted with your bid (as defined in the Business Systems section of this document). = 3.5%</p> <p>No evidence of a Digital Social Care Record system in use submitted with your bid. = 0%</p>
Electronic Medicines Administration Records system in use	2%	0-2	2	<p>Evidence of a Electronic Medicines Administration Records system in use submitted with your bid (contract submitted as evidence) = 2%</p> <p>No evidence of a Electronic Medicines Administration Records system in use submitted with your bid = 0%</p>
Geography	5%	0-5	3	<p>Within the district = 5</p> <p>Within a 5 mile radius of the district = 4</p> <p>Within a 10 mile radius of the district = 3</p> <p>Within a 15 mile radius of the district = 2</p> <p>Within a 20 mile radius of the district = 1</p> <p>Further than a 20 mile radius of the district = 0</p>
Commercial Response Criteria	Relative importance	Scoring scale	Score awarded	Explanation of score
Detailed in Appendix 1	50%	0-50	Detailed in Appendix 1	As detailed in the Price Matrix
Total score Detailed in Appendix 1				

Your Tier 2 Assessed Tender - Lot 2 Braintree

Technical Response Criteria	Relative importance	Scoring scale	Score awarded	Explanation of score
<p>CQC Key Line of Enquiry (KLoE) for individual CQC Locations advised in the Organisation and Branch Details document (validated from published CQC website data) and will be applied for each Branch individually.</p>	35%	0-35	7	<p>2 Outstanding and 3 Good KLoEs or higher = 35%</p> <p>1 Outstanding and 4 Good KLoEs = 28%</p> <p>5 Good KLoEs = 24.5%</p> <p>4 Good and 1 Requires Improvement KLoEs = 21%</p> <p>3 Good and 2 Requires Improvement KLoEs = 10.5%</p> <p>2 Good and 3 Requires Improvement KLoEs = 7%</p> <p>1 Good and 4 Requires Improvement KLoEs = 7%</p> <p>5 Requires Improvement KLoEs = 3.5%</p> <p>Any inadequate KLoE (where a bidder has at least 1 inadequate KLoE) = 0%</p> <p>Unrated = 0%</p>
<p>Registered Manager in post (at close of tender) – either published on the CQC website or evidence of an application to the CQC and will be applied for each Branch individually.</p>	1%	0-1	1	<p>Registered Manager in post at the close of tender – either published on the CQC website or evidence of an application to the CQC = 1%</p> <p>No Registered Manager in post at the close of tender = 0%</p>
<p>Evidence of Electronic Homecare Management system in use by the close of the tender.</p>	3.5%	0-3.5	3.5	<p>Evidence of Electronic Homecare Management system in use submitted with your bid. Contract to be submitted as evidence (where the Bidder is using a bespoke system submit an anonymised sample report) along with a sample CSV file exported from the system to evidence that CSV reports showing care visit data can be exported (this should be up to three lines of test data and must not contain adult data). = 3.5%</p> <p>No evidence of Electronic Homecare Management system submitted with your bid = 0%</p>

Technical Response Criteria	Relative importance	Scoring scale	Score awarded	Explanation of score
Digital Social Care Record system in use by the close of the tender.	3.5%	0-3.5	0	Evidence of a Digital Social Care Record system in use submitted with your bid (as defined in the Business Systems section of this document). = 3.5% No evidence of a Digital Social Care Record system in use submitted with your bid. = 0%
Electronic Medicines Administration Records system in use	2%	0-2	2	Evidence of a Electronic Medicines Administration Records system in use submitted with your bid (contract submitted as evidence) = 2% No evidence of a Electronic Medicines Administration Records system in use submitted with your bid = 0%
Geography	5%	0-5	1	Within the district = 5 Within a 5 mile radius of the district = 4 Within a 10 mile radius of the district = 3 Within a 15 mile radius of the district = 2 Within a 20 mile radius of the district = 1 Further than a 20 mile radius of the district = 0
Commercial Response Criteria	Relative importance	Scoring scale	Score awarded	Explanation of score
Detailed in Appendix 1	50%	0-50	Detailed in Appendix 1	As detailed in the Price Matrix
Total score Detailed in Appendix 1				

Your Tier 2 Assessed Tender - Lot 4 Castle Point

Technical Response Criteria	Relative importance	Scoring scale	Score awarded	Explanation of score
CQC Key Line of Enquiry (KLoE) for individual CQC Locations advised in the Organisation and Branch Details document (validated from published CQC website data) and will be applied for each Branch individually.	35%	0-35	7	<p>2 Outstanding and 3 Good KLoEs or higher = 35%</p> <p>1 Outstanding and 4 Good KLoEs = 28%</p> <p>5 Good KLoEs = 24.5%</p> <p>4 Good and 1 Requires Improvement KLoEs = 21%</p> <p>3 Good and 2 Requires Improvement KLoEs = 10.5%</p> <p>2 Good and 3 Requires Improvement KLoEs = 7%</p> <p>1 Good and 4 Requires Improvement KLoEs = 7%</p> <p>5 Requires Improvement KLoEs = 3.5%</p> <p>Any inadequate KLoE (where a bidder has at least 1 inadequate KLoE) = 0%</p> <p>Unrated = 0%</p>
Registered Manager in post (at close of tender) – either published on the CQC website or evidence of an application to the CQC and will be applied for each Branch individually.	1%	0-1	1	<p>Registered Manager in post at the close of tender – either published on the CQC website or evidence of an application to the CQC = 1%</p> <p>No Registered Manager in post at the close of tender = 0%</p>
Evidence of Electronic Homecare Management system in use by the close of the tender.	3.5%	0-3.5	3.5	<p>Evidence of Electronic Homecare Management system in use submitted with your bid. Contract to be submitted as evidence (where the Bidder is using a bespoke system submit an anonymised sample report) along with a sample CSV file exported from the system to evidence that CSV reports showing care visit data can be exported (this should be up to three lines of test data and must not contain adult data). = 3.5%</p> <p>No evidence of Electronic Homecare Management system submitted with your bid = 0%</p>

Technical Response Criteria	Relative importance	Scoring scale	Score awarded	Explanation of score
Digital Social Care Record system in use by the close of the tender.	3.5%	0-3.5	0	Evidence of a Digital Social Care Record system in use submitted with your bid (as defined in the Business Systems section of this document). = 3.5% No evidence of a Digital Social Care Record system in use submitted with your bid. = 0%
Electronic Medicines Administration Records system in use	2%	0-2	2	Evidence of a Electronic Medicines Administration Records system in use submitted with your bid (contract submitted as evidence) = 2% No evidence of a Electronic Medicines Administration Records system in use submitted with your bid = 0%
Geography	5%	0-5	4	Within the district = 5 Within a 5 mile radius of the district = 4 Within a 10 mile radius of the district = 3 Within a 15 mile radius of the district = 2 Within a 20 mile radius of the district = 1 Further than a 20 mile radius of the district = 0
Commercial Response Criteria	Relative importance	Scoring scale	Score awarded	Explanation of score
Detailed in Appendix 1	50%	0-50	Detailed in Appendix 1	As detailed in the Price Matrix
Total score Detailed in Appendix 1				

Your Tier 2 Assessed Tender - Lot 6 Colchester

Technical Response Criteria	Relative importance	Scoring scale	Score awarded	Explanation of score
CQC Key Line of Enquiry (KLoE) for individual CQC Locations advised in the Organisation and Branch Details document (validated from published CQC website data) and will be applied for each Branch individually.	35%	0-35	7	<p>2 Outstanding and 3 Good KLoEs or higher = 35%</p> <p>1 Outstanding and 4 Good KLoEs = 28%</p> <p>5 Good KLoEs = 24.5%</p> <p>4 Good and 1 Requires Improvement KLoEs = 21%</p> <p>3 Good and 2 Requires Improvement KLoEs = 10.5%</p> <p>2 Good and 3 Requires Improvement KLoEs = 7%</p> <p>1 Good and 4 Requires Improvement KLoEs = 7%</p> <p>5 Requires Improvement KLoEs = 3.5%</p> <p>Any inadequate KLoE (where a bidder has at least 1 inadequate KLoE) = 0%</p> <p>Unrated = 0%</p>
Registered Manager in post (at close of tender) – either published on the CQC website or evidence of an application to the CQC and will be applied for each Branch individually.	1%	0-1	1	<p>Registered Manager in post at the close of tender – either published on the CQC website or evidence of an application to the CQC = 1%</p> <p>No Registered Manager in post at the close of tender = 0%</p>
Evidence of Electronic Homecare Management system in use by the close of the tender.	3.5%	0-3.5	3.5	<p>Evidence of Electronic Homecare Management system in use submitted with your bid. Contract to be submitted as evidence (where the Bidder is using a bespoke system submit an anonymised sample report) along with a sample CSV file exported from the system to evidence that CSV reports showing care visit data can be exported (this should be up to three lines of test data and must not contain adult data). = 3.5%</p> <p>No evidence of Electronic Homecare Management system submitted with your bid = 0%</p>

Technical Response Criteria	Relative importance	Scoring scale	Score awarded	Explanation of score
Digital Social Care Record system in use by the close of the tender.	3.5%	0-3.5	0	Evidence of a Digital Social Care Record system in use submitted with your bid (as defined in the Business Systems section of this document). = 3.5% No evidence of a Digital Social Care Record system in use submitted with your bid. = 0%
Electronic Medicines Administration Records system in use	2%	0-2	2	Evidence of a Electronic Medicines Administration Records system in use submitted with your bid (contract submitted as evidence) = 2% No evidence of a Electronic Medicines Administration Records system in use submitted with your bid = 0%
Geography	5%	0-5	1	Within the district = 5 Within a 5 mile radius of the district = 4 Within a 10 mile radius of the district = 3 Within a 15 mile radius of the district = 2 Within a 20 mile radius of the district = 1 Further than a 20 mile radius of the district = 0
Commercial Response Criteria	Relative importance	Scoring scale	Score awarded	Explanation of score
Detailed in Appendix 1	50%	0-50	Detailed in Appendix 1	As detailed in the Price Matrix
Total score Detailed in Appendix 1				

Your Tier 2 Assessed Tender - Lot 10 Rochford

Technical Response Criteria	Relative importance	Scoring scale	Score awarded	Explanation of score
<p>CQC Key Line of Enquiry (KLoE) for individual CQC Locations advised in the Organisation and Branch Details document (validated from published CQC website data) and will be applied for each Branch individually.</p>	35%	0-35	7	<p>2 Outstanding and 3 Good KLoEs or higher = 35%</p> <p>1 Outstanding and 4 Good KLoEs = 28%</p> <p>5 Good KLoEs = 24.5%</p> <p>4 Good and 1 Requires Improvement KLoEs = 21%</p> <p>3 Good and 2 Requires Improvement KLoEs = 10.5%</p> <p>2 Good and 3 Requires Improvement KLoEs = 7%</p> <p>1 Good and 4 Requires Improvement KLoEs = 7%</p> <p>5 Requires Improvement KLoEs = 3.5%</p> <p>Any inadequate KLoE (where a bidder has at least 1 inadequate KLoE) = 0%</p> <p>Unrated = 0%</p>
<p>Registered Manager in post (at close of tender) – either published on the CQC website or evidence of an application to the CQC and will be applied for each Branch individually.</p>	1%	0-1	1	<p>Registered Manager in post at the close of tender – either published on the CQC website or evidence of an application to the CQC = 1%</p> <p>No Registered Manager in post at the close of tender = 0%</p>
<p>Evidence of Electronic Homecare Management system in use by the close of the tender.</p>	3.5%	0-3.5	3.5	<p>Evidence of Electronic Homecare Management system in use submitted with your bid. Contract to be submitted as evidence (where the Bidder is using a bespoke system submit an anonymised sample report) along with a sample CSV file exported from the system to evidence that CSV reports showing care visit data can be exported (this should be up to three lines of test data and must not contain adult data). = 3.5%</p> <p>No evidence of Electronic Homecare Management system submitted with your bid = 0%</p>

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Digital Social Care Record system in use by the close of the tender.	3.5%	0-3.5	0	<p>Evidence of a Digital Social Care Record system in use submitted with your bid (as defined in the Business Systems section of this document). = 3.5%</p> <p>No evidence of a Digital Social Care Record system in use submitted with your bid. = 0%</p>
Electronic Medicines Administration Records system in use	2%	0-2	2	<p>Evidence of a Electronic Medicines Administration Records system in use submitted with your bid (contract submitted as evidence) = 2%</p> <p>No evidence of a Electronic Medicines Administration Records system in use submitted with your bid = 0%</p>
Geography	5%	0-5	4	<p>Within the district = 5</p> <p>Within a 5 mile radius of the district = 4</p> <p>Within a 10 mile radius of the district = 3</p> <p>Within a 15 mile radius of the district = 2</p> <p>Within a 20 mile radius of the district = 1</p> <p>Further than a 20 mile radius of the district = 0</p>
Commercial Response Criteria	Relative importance	Scoring scale	Score awarded	Explanation of score
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Total score Detailed in Appendix 1				