



Newham Dockside
1000 Dockside Road
London E16 2QU



Our reference: ITTN442

14th August 2025

Sent electronically via Oracle Fusion e-tendering portal

Dear MK Executive Care Services,

FRAMEWORK FOR INDEPENDENT LIVING SUPPORT SERVICE (ILSS): CONTRACT NOTICE REFERENCE NUMBER 2025/S 000-005031: NOTIFICATION OF CONTRACT AWARD DECISION

Thank you for taking part in the above procurement. The London Borough of Newham (**Authority**) has now evaluated all of the tenders it received.

On the basis of this evaluation, the Authority is pleased to confirm that MK Executive Care Services has been successful in being awarded one (1) contract under Lot 3 – Long Term Care and the Authority has decided to proceed with the award of the contract. You have been successful in being awarded your second lot choice:

- East – Lot 2

Unfortunately, on this occasion, the Authority has not chosen to award a contract to MK Executive Care Services for the following lots your organisation applied for:

- Lot 1 – Reablement
- Lot 2 - Long-Term Care - Long-Term Care - Adults with Physical Disabilities, Sensory Impairments and / or other Long-Term Conditions

The successful tenderers are set out in Table 1 below:

Table 1: Successful Tenderers

Lot(s)	Successful Provider(s)
Lot 1 – Reablement	Temp Exchange – Quadrant 1 & 2 Care Nexus – Quadrant 3 & 4

<p>Lot 2 - Long-Term Care - Adults with Physical Disabilities, Sensory Impairments and / or other Long-Term Conditions</p>	<p>Ablecross Ltd – Patch 7 Bio Luminex Health Care – Patch 1 Care Central – Patch 3 Exceptional Care at Home – Patch 5 Goldsmith Personnel – Patch 4 Mercury Care – Patch 6 Sunlight Care Group – Patch 2 Supreme Care – Patch 8</p>
<p>Lot 3 - Long-Term Care - Autistic Adults, Children and Young People and those with Learning Disabilities and / or Mental Health Needs</p>	<p>MK Executive - East Nubah Social Care – West</p>
<p>Lot 5 – Approved Supplier List</p>	<p>Sub-Category A: Reablement</p> <ul style="list-style-type: none"> • Chosen Care Group <p>Sub-Category B: Long Term Care</p> <ul style="list-style-type: none"> • Alters Recruitment • Calistaa Ltd • De Vere Care • Prime Way • Unique Personnel <p>Sub-Category C: Long Term Care</p> <ul style="list-style-type: none"> • Evelia Care Ltd • Ozumba Training

The Authority will now be observing a ten-day standstill period before entering into any contract, in accordance with the requirements of regulation 87 of the Public Contracts Regulations 2015. This period will conclude on 25th August 2025

The evaluation process

Please find enclosed a report detailing the scores obtained by MK Executive Care Services and the successful suppliers, against the Authority's evaluation criteria, together with the reasons for the award of these scores.

Thank you for your interest in this procurement. The Authority intends to execute the contracts at the conclusion of the standstill period (assuming that no challenge is received that requires a delay in execution). The Authority will contact you to arrange the formal completion of the contract when this has been done.

Please note that before the contract is completed, the Authority will not be liable for any costs (or any other commitment you may enter into) as a result of your taking part in this competition. Once the contract has been completed any liabilities of the Authority for your costs will only be strictly as set out in the contract.

Yours faithfully,

Lydia Drummond

Assistant Director Adults & Health

London Borough of Newham

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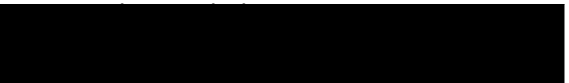


Evaluation report

Criteria	Generic Method Statement Questions
[REDACTED]	35.80%
Reasons for award of score	The responses to these questions were generally acceptable/good. Most of the essential points were covered and there were some relevant examples to support the response.

Criteria	Lot 1 Specific Questions
[REDACTED]	30.00%
Reasons for award of score	The responses to these questions were generally acceptable with some reservations. The daily care of the person is not addressed and how as an organisation would deal with that.
Score obtained by successful tenderer(s)	45.00% (Temp Exchange) 45.00% (Care Nexus)
Reasons for award of score for successful tenderer(s)	<p>Temp Exchanges response was excellent and demonstrated added value which exceeded the requirements. The characteristics and advantages of their bid included:</p> <ul style="list-style-type: none"> • A demonstrable track record and experience of delivering Reablement services in London Boroughs. • Clear understanding of Newham’s Reablement approach of ‘doing with’ rather than ‘doing for’. • Clear understanding of Reablement challenges around time pressures that can impede full Reablement delivery and a commitment to improve this.

	<ul style="list-style-type: none"> • Development of the Digital Reablement Toolkit, and figures representing the efficiency were present throughout the response, demonstrating data and metric recording is strong. • Excellent case study showing their approach to manage and deliver a Reablement service in line with Newham’s ambition, for example, the response included the following paragraph “we identified that frontline staff sometimes reverted to "doing for" under time pressure. We addressed this by implementing "Reablement moments" - brief, daily team huddles where staff share successful techniques and problem-solve barriers to independence. This peer-led approach increased consistency in Reablement delivery, with our quality audits showing a 37% improvement in appropriate enablement techniques being used consistently across all visits”. <p>Overall the provider submitted an excellent response to this question and demonstrated added value which exceeded expectations.</p> <p>Care Nexus response was also excellent and demonstrated the providers full understanding of how the Reablement works. How they would engage with the resident and family. How they would engage with all community areas and connectors. They provided an all-round person centred care for each of the scenarios and addressed the best support and outcome of the resident to be enabled back to independence.</p>
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Criteria	Lot 2 Specific Questions
	35.20%
Reasons for award of score	The responses to these questions were generally acceptable. However, there was a lack of detail around reviewing outcomes and responding to changes.

Score obtained by successful tenderer(s)	42.80% (Ablecross Ltd), 37.60% (Bio Luminex), 40.00% (Care Central), 40.00% (Exceptional Care at Home), 37.60% (Goldsmith Personnel), 40.00% (Mercury Care), 37.60% (Sunlight Care), 40.00% (Supreme Care)
Reasons for award of score for successful tenderer(s)	<p>The provider's responses covered all essential requirements and set out proposals with no reservations. Sufficient detail was provided and relevant evidence and/or examples to support the proposal given. Examples, of key characteristics within some of the provider's responses were:</p> <ul style="list-style-type: none"> • Trusted Assessors already in place. Clear experience and understanding of the ambition and model. • Clear use of outcome star tool to monitor progress against goals in support plans with focus on co-production and person centred planning. • Working closely with preventative care services within the borough to promote independence. • 80:20 gender split, have staff from all local global majority and mixed heritage communities; with 14 languages spoken.

Criteria	Lot 3 Specific Questions
Score obtained by Wellspring Recruitment	38.00%
Reasons for award of score	The responses were generally good/acceptable.
Score obtained by successful tenderer	38.00% (MK Executive Care), 38.00% (Nubah Social Care)
Reasons for award of score for successful tenderer(s)	<p>The provider's responses covered all essential requirements and set out proposals with no reservations. Sufficient detail was provided and relevant evidence and/or examples to support the proposal given. Examples, of key characteristics within the provider's responses were:</p> <ul style="list-style-type: none"> • Demonstrated maximising independence and ensuring appropriate safeguards in place

	<ul style="list-style-type: none"> • Very strong values based ethos with clear analysis, planning and interventions demonstrated throughout scenarios • Very strengths focussed and non-judgemental approach • Clear collaboration with a mutually agreed approach • Good detail to what assessment comprises- e.g. views of child, goals, professional input • Children’s specialist care workers already in place • In-house PBS trainer in place • Child Protection / Safeguarding considerations effectively
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Below is the overall score of your organisation against the successful Tenderers:

<u>Lot</u>	<u>Your Score</u>	<u>Successful Tenders Score</u>
Lot 1	65.80%	Temp Exchange 83.40% Care Nexus 76.00%
Lot 2	71.00%	Ablecross 82.20% Goldsmith Personnel 81.00% Care Central 79.00% Exceptional Care at home 78.40% Sunlight Care 78.00% Mercury Care 77.40% Supreme Care 76.40%

Lot 3	73.80%	Nubah Social Care 76.40%
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