

June 2025



Open Framework opportunity for Agency Staff providers for Care Assistants and Support Workers

Project Title: Supply of agency workers for Care and Support schemes

Project Reference: OHA/42/2025/Open/Agency/01

CPV classification: 79620000 - Supply services of personnel including temporary staff

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Questions and answers about the open framework tender opportunity

What is the timeline for the tender and when will the procurement process start?

Publication date of tender notice (estimated) 16 October 2025

Tender submission deadline (estimated) 21 November 2025

Award decision date (estimated) 15 January 2026

When will the framework be live?

1 March 2026 (estimated)

Please note dates discussed within this letter are estimated and may be subject to change.

What is the process for expressing interest or submitting proposals?

Suppliers will need to express an interest through the In-Tend portal to release the tender documents. Documents will not be released until the publication date (see above). Submissions will be through In-Tend, the portal has the facility to upload your tender documents.

What is the quality to cost ratio?

50% price 50% quality

Will the framework include both permanent and temporary agency use?

Care Assistants and Support Workers will be temporary.

Will we have to provide the rates to Orwell and how will rates be agreed?

The supplier will need to provide us with rates as part of the tender process. The rates agreed are as set out by the price entered in the suppliers tender submission. This will be the contractual rate and won't be amended, we will, however, expect an annual uplift to the submitted rates in line with the CPI.



Can we get further clarification on the app we have been requested to register on?

We have published a planned procurement notice on the Central Digital Platform but won't release the tender documents until 16 October. All suppliers will need to be registered on Orwell's In-Tend portal to obtain the documents and have access to all tender clarifications. The tender will be processed through In-Tend. If you are currently on our approved supplier list you will already be on the portal. [Orwell Housing Electronic Tendering Site - Home](#). Please email procurement@orwell-housing.co.uk if you have any problems accessing the portal.

We recommend you register on the Central Digital Platform soon so that you can follow any updates. Here is the link to [Find a Tender](#), you can register as a supplier after signing in, and complete your supplier information.

Information and guidance for suppliers and frameworks can be accessed here [Information and guidance for suppliers - GOV.UK](#) and [Guidance: Frameworks \(HTML\) - GOV.UK](#)

Can we find further information about tender opportunities on Orwell's website?

Yes, tender opportunities will be advertised on Orwell's procurement web page, here is the link [Procurement | Orwell Housing](#).

Will we have to cover all of Orwell's sites/branches?

No, not individually. We have services in different locations. We will use the framework to pick suppliers for the appropriate area where cover is required.

What criteria would we be assessed on to get a place on the framework?

When the tender documents are released you will receive a document which will ask a series of quality specific and project delivery questions. You will need to answer the questions and return them within your submission prior to the closing date. All submissions will be marked and assessed by our evaluation panel. There will be a pass rate % which will determine a place on the framework.

Please confirm charge rates or are suppliers expected to propose these?

It is the supplier who will propose rates. These must be included in your submission.

Do you have a coverage or confirmed region report available and how many sites?

We are unable to provide a list of schemes at present but aim to include these within the tender pack. We cover Suffolk, Norfolk, and North Essex. Suppliers can advise us what areas they cover in their submission. Orwell's Care and Support stock consists of 14 learning disability sites, 12 Learning Development sites and 4 temporary supported housing sites. Suppliers can advise us whether they can cover all types of sites or not, as part of their submission.

What job types are required?

Qualified nursing requirements are not required. We expect care assistants to be qualified to NVQ level 2 and support workers to have completed their care certificate.

What is the expected usage of agency going to be in hours?

Hours will be broken down by service. We are unable to provide further information at present.

How many agencies are you looking at bringing on board?

We don't have a definitive answer at the moment. Full detail will be provided when the tender is published.

Will this change the booking processes that are currently in place?

We will continue to work with agencies as we currently do. This process will stop once the framework is up and running and only the agencies successful in obtaining a place on the framework will be used.

Will our current role and engagement within the Suffolk scheme continue under the new structure?

Your submission must be successful to gain a place on the framework. Suppliers on the framework will be picked for the appropriate area that needs cover. Please bear in mind other suppliers on the framework will also cover Suffolk. Any agreements prior to the framework will cease and a new contract will be signed. Customer engagement will continue.

Will there be a central point of contact or coordinator for supplier queries and questions when the framework is live?

Our Head of Extra Care and Head of Supported Housing will lead on this.

Is there a timeline or phased approach for onboarding and implementation?

Relevant onboarding and supplier checks will take place. Mobilisation will commence once contracts are awarded and contract management meetings will begin with all suppliers.

Procurement mailbox procurement@orwell-housing.co.uk