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Tender

Employee Benefits and Services

Kent County Council (t/a Procurement Services)

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-001020

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Changes to notice

This notice has been edited. The [previous version](#) is still available.

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Scope

Reference

Y26007

Description

This Framework will provide a compliant, flexible, and outcomes-focused route to market for public sector organisations seeking to procure the delivery of employee benefits and services including but not limited to:

- Childcare vouchers
- Cycle to work scheme
- Employee assistance programmes
- Financial wellbeing scheme
- Green car scheme
- Learning and development programme
- Leisure facility discounts/gym memberships
- Payroll giving scheme
- Retail store discounts and promotions
- Reward and recognition scheme
- Subscription discounts

Bidders will be expected to be able to provide all services listed above either directly or via sub-contractors/partners.

The provision of employee benefits needs to be designed to enhance wellbeing, support financial stability, encourage personal development, and promote a positive work-life balance, Suppliers must be able to meet the following requirements:

- Services to be accessible to all employees and adaptable to diverse needs and lifestyles.
- Customers must be able to access benefits via an online platform, access the platform 24/7, 365 days a year.
- The online platform should offer flexibility to meet any Customer requirements that may

arise.

- Suppliers must cover the provision of confidential, accessible, and inclusive support services to employees, designed to promote mental, emotional, financial, and legal wellbeing.
- Services may be delivered in-person, online, or via telephone, and should be available to all employees regardless of location or working pattern.
- Staff must be qualified and competent to carry out any intended services.
- Advice and support to be carried out is to be delivered, where possible, ensuring the employees work performance, health and wellbeing is impacted as little as possible.

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Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Total value (estimated)

- £50,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 1 April 2030

- 4 years, 1 day

Main procurement category

Services

CPV classifications

- 60161000 - Parcel transport services
- 75310000 - Benefit services
- 79211110 - Payroll management services
- 79990000 - Miscellaneous business-related services
- 79994000 - Contract administration services
- 80500000 - Training services
- 85312300 - Guidance and counselling services
- 98300000 - Miscellaneous services

Framework

Open framework scheme end date (estimated)

1 April 2030

Maximum number of suppliers

6

Maximum percentage fee charged to suppliers

1%

Framework operation description

Overview of framework operation

This framework will be established under the Procurement Act 2023. It enables Contracting Authorities identified in the UK4 notice to award call-off contracts for the Services during the framework term. Call-off contracts may be awarded using the methods described below, subject to the Award Criteria and conditions set out in the associated tender documents

9.Call-Off Contract Award

Call-Off Contracts may be awarded using any one of the following methods outlined below.

1.Direct Award (Award Without Competitive Selection)

2.Rapid Request for Quote (Rapid RFQ)

3.Further Competition

The ultimate responsibility for selecting the most appropriate and compliant route for a specific requirement rests with the Customer. The onus will be on the Customer to carry out their own due diligence before selecting which method to use. The Customer will determine the requirement, specification and award, based on the Most Advantageous Tender (MAT)

Direct Award (award without a competitive selection):

This Framework permits Direct Award, defined under the Procurement Act 2023 as awarding a Call-Off Contract without conducting a new competitive selection procedure. A Direct Award may only be used where the Customer can identify the Most Advantageous Tender (MAT) using only the information and scores submitted at Framework award, without requesting any new pricing, clarification, or qualitative information from Suppliers.

Permitted Direct Award Methods

Customers may use any of the following objective, pre-published Direct Award methods. The Customer must choose one method before reviewing Supplier capability for their requirement.

1. Overall Framework Ranking (Quality + Price Combined Score)

The Customer awards the Call-Off Contract to the Supplier ranked highest overall at Framework award. If the highest-ranked Supplier cannot meet the requirement, the Customer must document the reason and move sequentially to the next ranked Supplier. We anticipate this to be the default Direct Award method.

2. Highest Total Quality Score

The Customer may award to the Supplier that achieved the highest total quality score for each Lot during Framework evaluation, where quality is the Customer's primary consideration.

3. Lowest Overall Price/Highest Commercial Advantage

Award to the Supplier offering the lowest evaluated Framework price as submitted in Annex H.

This method:

- must use the original evaluated Pricing Schedule
- must not use catalogue pricing or non-evaluated price lists
- must not request revised or updated pricing

If new pricing is required, this method is not suitable and Customers must choose another method.

4. Highest Score in a Specific Evaluation Question

Award to the Supplier with the highest score in a specific Framework evaluation question that directly relates to the Customer's requirement.

This method may only be used where:

- the question formed part of the Framework quality evaluation

- scoring was completed by the Contracting Authority

5. Partial-Service Selection (Specific Services from the Pricing Schedule)

Where a Customer requires only a subset of the services available under the Framework, a Direct Award may be made using the original per-service prices submitted at Framework award.

A Customer may compare only the relevant per-service prices and award to the Supplier whose evaluated per-service prices represent the Most Advantageous Tender.

This method is only permitted where:

- All prices used are from the original evaluated Pricing Schedule
- No new or updated pricing is requested
- The comparison is applied consistently and objectively
- No new weighting or qualitative assessment is introduced

Catalogue pricing or non-evaluated price lists cannot be used to determine MAT.

Where new pricing or new information is required, the Customer must conduct a competitive call-off selection process.

Requirements for Direct Award

Customers should retain an auditable record setting out:

- the Direct Award method selected;
- the objective rationale for that method;
- the comparison or ranking used;
- (if applicable) why a higher-ranked Supplier could not meet the requirement.

Customers must not:

- request revised or updated pricing
- request new qualitative information

- introduce new award criteria

Transition to competitive call-off selection process

If the Customer cannot objectively determine the MAT using only Framework-award information (e.g., new pricing is required, new service models are proposed, or qualitative responses are needed), the Customer must run a competitive call-off selection process.

Competitive Call Off Selection Process:

Rapid RFQ

A Rapid RFQ is a streamlined competitive process appropriate for low-complexity or tightly defined requirements where essential criteria can be specified as Pass/Fail, and price acts as the ultimate determinant among compliant Suppliers

Best For: Requirements needing a specific, verifiable skill, where price is the deciding factor after that essential need is met.

A Further Competition process is used where Customers carry out a competition for the award of a Call-Off Contract.

A Further Competition is required where:

- the Customer needs updated or new pricing
- qualitative responses are needed
- service proposals need tailoring
- new information is required
- the requirement is complex or high-value

Best For: Complex projects, high-value Call-Off Contracts, and any situation where the quality of the solution is a critical factor.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

4.1. This Framework is for use by Customers in the United Kingdom, British Overseas Territories, and Crown Dependencies that exist on 05/01/26 and which fall into one or more of the following categories:

- Ministerial government departments
- Non ministerial government departments
- Executive agencies of government
- Non-Departmental Public Bodies (NDPBs), including advisory NDPBs, executive NDPBs, and tribunal NDPBs
- Assembly Sponsored Public Bodies (ASPBs)
- Police forces
- Fire and rescue services
- Ambulance services
- Maritime and coastguard agency services
- NHS bodies
- Educational bodies or establishments including state schools (nursery schools, primary schools, middle or high schools, secondary schools, special schools), academies, colleges, Pupil Referral Unit (PRU), further education colleges and universities
- Hospices
- National Parks
- Housing associations, including registered social landlords
- Third sector and charities
- Citizens advice bodies
- Councils,

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Submission

Enquiry deadline

21 January 2026, 2:00pm

Tender submission deadline

9 February 2026, 5:00pm

Submission address and any special instructions

<https://csg.delta-esourcing.com/respond/89AH82H73Q>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

13 March 2026

Award criteria

Name	Type	Weighting
Quality	Quality	60%
Pricing	Price	30%
Social Value	Quality	10%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure**Procedure type**

Open procedure

Documents

Associated tender documents

<https://csg.delta-esourcing.com/respond/89AH82H73Q>

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Contracting authority

Kent County Council (t/a Procurement Services)

- Public Procurement Organisation Number: PYCX-4938-CCHM

1 Abbey Wood Road

West Malling, Kent

ME19 4YT

United Kingdom

Contact name: Sobia Asad

Telephone: 01622942841

Email: sobia.asad@csltd.org.uk

Region: UKJ46 - West Kent

Organisation type: Public authority - sub-central government