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Contract

Carers Support Service – Lead Provider

Milton Keynes City Council

F03: Contract award notice

Notice identifier: 2025/S 000-005249

Procurement identifier (OCID): ocds-h6vhtk-0437c5

Published 14 February 2025, 4:55pm

Section I: Contracting authority

I.1) Name and addresses

Milton Keynes City Council

Civic Office, 1 Saxon Gate East

Milton Keynes

MK9 3EJ

Email

corporateprocurement@milton-keynes.gov.uk

Country

United Kingdom

NUTS code

UKJ12 - Milton Keynes

Internet address(es)

Main address

<https://in-tendhost.co.uk/milton-keynes/asp/Home>

Buyer's address

<https://www.milton-keynes.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Carers Support Service – Lead Provider

Reference number

2024-121

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Milton Keynes City Council are currently out to tender for the provision of a Lead Provider for its Carers Support Service. This is being procured as an open tender under the light touch regime. The overarching purpose of the provision of Carers' Support Services is to ensure that carers who are caring for a family member, friend or neighbour who are ordinarily resident in Milton Keynes, are supported to maintain a positive sense of their own health and wellbeing and Continuing their caring role, in a way that is safe for them. The Lead Provider organisation forms part of the tiered approach of the Carers' Support Services. The tiered approach encompasses levels of support and specialism. It has a lead provider, who provides overarching Information advice and guidance and acts as a single point of access. It then has a number, of specialist organisations(not included in this tender) who work in collaboration to meet the needs.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £825,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85310000 - Social work services
- 85312000 - Social work services without accommodation
- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKJ12 - Milton Keynes

II.2.4) Description of the procurement

Milton Keynes City Council are currently out to tender for the provision of a Lead Provider for its Carers Support Service. This is being procured as an open tender under the light touch regime. The duration of the contract will be for 3 years with an option to extend for a further 2 years. The overarching purpose of the provision of Carers' Support Services is to ensure that carers who are caring for a family member, friend or neighbour who are who are ordinarily resident in Milton Keynes, are supported to maintain:- A positive sense of their own health and wellbeing- Continuing their caring role, in a way that is safe for them. The Lead Provider organisation forms part of the tiered approach of the Carers' Support Services. The tiered approach encompasses levels of support and specialism. It has a lead provider, who provides overarching Information advice and guidance and acts as a single point of access. It then has a number, of specialist organisations who work in collaboration to meet the needs. The specialist organisations (not included in this tender) will cover the areas of:- Young Carers and Young Adult Carers- Mental Health- Learning Disability and Neurodivergence- Older People. The Lead Provider will deliver the following services and activities:- The service will deliver a single, well-informed Single Point of Access (SPA) for Carers- Triage all referrals within 3 working days, identifying those that need to be referred to ASC as a matter of urgency. A wellbeing assessment is completed, to identify where the carer needs advice and referral made to the specialist organisation if required. Carers details will be shared seamlessly between organisations, with consent.- Complete contingency planning and recommend/ encourage carers to have a carers conversation with MKCC- Share contingency plans with MKCC Adult or Children's Social Care- Advice, information and emotional support to Carers, on all issues relating to their caring role. This support is to be given by telephone, face to face or using electronic media on an individual basis or in group settings, in home visits, community venues or at the carer's service offices. The service will be available at

times and venues within Milton Keynes which are convenient and accessible for all Carers.- Benefits advice and representation; other financial advice and information relating to caring matters. To deliver debt and financial advice the provider is required to be Finance Conduct Authority (FCA) regulated.- To develop the use of volunteers who have had experience of being a Carer, to offer a befriender/buddying service which will keep in regular touch with isolated Carers by phone or in person.- The model does not include all conditions of the cared for. The Lead provider may work with other organisations to provide specific support for these carers.- Develop a peer support network for carers- Production and distribution of a regular Carer's Newsletter in paper form, on a website or using any other electronic method of disseminating useful information about local and national developments of interest to Carers.- And more which are detailed in the service specification. The service will be delivered under a branded name. This will support a 'no wrong door' approach to providing support to carers, that is easily identifiable. The provider will have a base in Milton Keynes, if this is not suitable for carers to access then use of local community facilities at dedicated times and days is to be communicated.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-032142](#)

Section V. Award of contract

Contract No

2024-121

Title

Carers Support Service - Lead Provider

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 February 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Milton Keynes Citizens Advice Bureau

361 Acorn House, Midsummer Boulevard

Milton Keynes

MK9 3HP

Country

United Kingdom

NUTS code

- UKJ12 - Milton Keynes

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £825,000

Total value of the contract/lot: £825,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court Royal Court of Justice

London

WC24 2LL

Country

United Kingdom