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Tender

## **Framework for Family Support Hours in the London Borough of Waltham Forest**

London Borough of Waltham Forest

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

Notice identifier: 2026/S 000-006283

Procurement identifier (OCID): ocds-h6vhtk-060d91

Published 23 January 2026, 3:02pm

### **Scope**

### **Description**

LB Waltham Forest is commissioning an Open Framework for family support service to provide support and interventions to children and families in their own homes or other designated settings. Family Support Workers will help build relationships, increase wellbeing, improve outcomes, provide practical help and deliver interventions to increase parenting skills and more generally bridge the gap of support between families and statutory services. They are a flexible resource that the council can deploy to support children and families.

The service will provide bespoke intervention support packages, using a flexible whole family approach that focuses on turning lives around and creating positive outcomes for Children in Need, Children in Care, Children with a Disability and Children subject to a Child Protection Plan.

### **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)**

- £4,000,000 excluding VAT
- £4,000,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years

Description of possible extension:

The duration of the contract will be for an initial period from the 1st April 2026 to 31st March 2028. The Authority reserves the right to extend the contract for a further 24 months from 1st April 2028 to 31st March 2030.

### **Main procurement category**

Services

### **CPV classifications**

- 85000000 - Health and social work services

## Contract locations

- UKI53 - Redbridge and Waltham Forest

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## Framework

### Open framework scheme end date (estimated)

31 March 2030

### Maximum number of suppliers

Unlimited

### Maximum percentage fee charged to suppliers

0%

### Further information about fees

n/a

### Framework operation description

The Open Framework Agreement will be operational for a period of 4 years from 1st April 2026 to 31st March 2030. Providers will be able to apply to join, or add new services to, the Open Framework Agreement any time during the period. Although the Open Framework Agreement will remain open to applications, this will only be carried out once towards the end of the initial two year period, any new submissions will then be viewed and assessed for entry.

There will be no limit to the number of providers who can join the Open Framework Agreement throughout its duration, however it must be recognised that there are no guaranteed levels of business.

### **Award method when using the framework**

Either with or without competition

### **Contracting authorities that may use the framework**

Establishing party only

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## **Participation**

### **Legal and financial capacity conditions of participation**

as per draft Framework T&C's within Tender pack

### **Technical ability conditions of participation**

as per Specification document within Tender pack

### **Particular suitability**

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

## **Submission**

### **Enquiry deadline**

12 February 2026, 5:00pm

### **Tender submission deadline**

23 February 2026, 12:00am

### **Submission address and any special instructions**

[www.londontenders.org](http://www.londontenders.org)

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

16 March 2026

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### **Award criteria**

Name	Description	Type	Weighting
Price Criteria	The Authority has set a Price fixed rate for children and families supported outreach services. Providers are welcome to submit bids below the maximum capped rate should they choose.		50.00%
Quality Criteria	Staffing - 7.5% Service Quality Delivery Model - 12.5% Safeguarding & Quality Assurance -10% Monitoring & Reporting - 5% Equalities & Climate - 5%		40.00%
Social Value	Social Value Portal to be used to evaluate responses	Quality	10.00%

## Other information

### Payment terms

as per the Framework T&C's within the tender pack

### Description of risks to contract performance

as per the Specification document within the tender pack

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

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### Contracting authority

#### London Borough of Waltham Forest

- Public Procurement Organisation Number: PPJN-6757-NZZZ

Waltham Forest Town Hall

London

E17 4JF

United Kingdom

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Website: <http://www.walthamforest.gov.uk/>

Region: UKI53 - Redbridge and Waltham Forest

Organisation type: Public authority - sub-central government