

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/006426-2023>

Tender

## **Contract for the Provision of Carer Support Services**

Durham County Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2023/S 000-006426

Procurement identifier (OCID): ocds-h6vhtk-03ae50

Published 6 March 2023, 11:56am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Durham County Council

County Hall

DURHAM

DH1 5UQ

#### **Contact**

Steven Saville

#### **Email**

[kay.duthie@durham.gov.uk](mailto:kay.duthie@durham.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKC14 - Durham CC

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.durham.gov.uk/>

Buyer's address

<https://www.nepo.org>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.nepo.org>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.nepo.org>

Tenders or requests to participate must be submitted to the above-mentioned address

**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**

Contract for the Provision of Carer Support Services

Reference number

Procontract Reference DN659358

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

This Contract for the Provision of Carer Support Services and Durham County Council are looking for specialist provider(s) who can deliver these Carer Support Services.

The contract has been divided into two lots:-

Lot 1 - Adult Carers Core Support Service

Lot 2 - Young Carers Core Support Service

Providers may bid for more than one Lot. Providers must only respond to the Lot to which they are interested in bidding for.

#### **II.1.5) Estimated total value**

Value excluding VAT: £4,898,520

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

### **II.2) Description**

### **II.2.1) Title**

Lot 1 - Adult Carers Core Support Service

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

### **II.2.3) Place of performance**

NUTS codes

- UKC14 - Durham CC

### **II.2.4) Description of the procurement**

Lot 1 - Adult Carers Core Support Service

Under the Care Act 2014 local authorities have a duty to assess a carers' own needs for support regardless of whether the cared for has eligible needs.

Durham County Council would like to procure a provider of services for adult and parent carers across County Durham to offer a wide range of advice and support to carers including:

- One to One Support
- Benefits Advice
- Carer training and support with employment issues
- Access to social events and activities including carer breaks

Please access the tender documentation for free for full details of the specification and requirements via the NEPO Procontract [www.nepo.org](http://www.nepo.org) (<https://www.nepo.org>) website and access the tender using DN659358.

If you have any problems accessing the documents via the system please contact the NEPO helpdesk as detailed below.

The E-tendering System Support is provided by the NEPO portal administration

organisation Proactis.

Please use the method detailed below that is appropriate to the issue that you are experiencing.

- Proactis Supplier Support Helpdesk Ticketing System

(<http://proactis.kayako.com>) - To be used by Suppliers for non-time critical issues i.e. password resets / account queries, finding information, accessing the tender, etc.

- Email ([ProContractSuppliers@proactis.com](mailto:ProContractSuppliers@proactis.com)) - To be used in same way as ticketing system. Any emails to this address will auto-log a support ticket on Proactis Supplier Support Helpdesk

#### **II.2.6) Estimated value**

Value excluding VAT: £3,756,000

### **II.2) Description**

#### **II.2.1) Title**

Lot 2 - Young Carers Core Support Service

Lot No

2

#### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

#### **II.2.3) Place of performance**

NUTS codes

- UKC14 - Durham CC

#### **II.2.4) Description of the procurement**

Lot 2 - Young Carers Core Support Service

Durham County Council would like to procure a provider of services to ensure that young carers are not disadvantaged by their caring role and responsibilities and have the best possible chance of achieving. The service will ensure that children and young people are protected from inappropriate caring and have the support they need to learn, develop and

thrive, to enjoy positive childhoods and to achieve to their potential. This will include opportunities for carers to access a carer break.

Please access the tender documentation for free for full details of the specification and requirements via the NEPO Procontract [www.nepo.org](http://www.nepo.org) (<https://www.nepo.org>) website and access the tender using DN659358.

If you have any problems accessing the documents via the system please contact the NEPO helpdesk as detailed below.

The E-tendering System Support is provided by the NEPO portal administration organisation Proactis.

Please use the method detailed below that is appropriate to the issue that you are experiencing.

- Proactis Supplier Support Helpdesk Ticketing System

(<http://proactis.kayako.com>) - To be used by Suppliers for non-time critical issues i.e. password resets / account queries, finding information, accessing the tender, etc.

- Email ([ProContractSuppliers@proactis.com](mailto:ProContractSuppliers@proactis.com)) - To be used in same way as ticketing system. Any emails to this address will auto-log a support ticket on Proactis Supplier Support Helpdesk

## **II.2.6) Estimated value**

Value excluding VAT: £1,142,550

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Form of procedure**

Open procedure

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

5 April 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English