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Tender

Carers Support Service

Cumberland Council

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

Notice identifier: 2025/S 000-011226

Procurement identifier (OCID): ocds-h6vhtk-04ef94 ([view related notices](#))

Published 25 March 2025, 5:01pm

Scope

Description

Cumberland Council is commissioning a new Carers Support Service. The aim of the service is to ensure that unpaid Carers of all ages can benefit from support that meets their needs, is preventative and meets the Council's statutory duties for Carers.

The maximum total value of the overall Carers Support Service over the total contract period (including any extension period and uplifts) is a maximum value of £4.337m but no guarantee is given as to the actual value of the contract.

The breakdown of this total is: 20% Lot 1, 75% Lot 2 and 5% Lot 3.

In year 1 the total maximum budget is £982,000 are as follows: Lot 1: £196,400 Lot 2: £736,500; and Lot 3: £49,100. The Council may not accept bids that are above the maximum price.

There are 3 Lots. Lot 1 Young Carers and Parent Carer Support (this will be for the provision of the functions set out in paragraph for Carers aged 18 and below, Parent Carers for children with disabilities, Transition Carer Assessments, family working with multi-generational carer family units); Lot 2 Adult Carers (this will be for the provision of the functions set out above

for all Carers aged 18 plus or to work with the provider of Lot 1 in supporting the needs of any Adult Carers they are working with); and Lot 3 Digital Carer support (this is for the delivery of identification and self-help support including access to an online Carers Assessment being developed separate to this contract by the Council).

The contracts for Lots 1 and 2 are anticipated to commence on 1 October 2025 and will continue for a period of 2 years until 31st September 2027, unless terminated in accordance with the Conditions of Contract. The contract for Lot 3 is anticipated to commence on 1 October 2025 and will continue for 1 year until 31st September 2026, unless terminated in accordance with the Conditions of Contract. There will be three contracts issued for Lots 1, 2 and 3. (The contract terms and conditions for Lots 1 and 2 are the same).

There is the potential for two 12-month contract extensions for Lots 1 and 2, depending on both the success in achieving the required outcomes and availability of further funding which if used would terminate 31st September 2029. In the case of Lot 3, there is a potential for 3 contract extensions of 12 months, depending on both the success in achieving the required outcomes and availability of further funding. Use of these optional extensions are at the absolute discretion of the Council.

For further details and to access the tender documents, including the service specification, use the council's online procurement portal - The Chest - <https://www.the-chest.org.uk>.

Registration on The Chest is free. All bids must be received electronically via The Chest by the closing date stated in the ITT. Any clarifications you have about the tender must be sent via messaging on The Chest by the closing date stated in the ITT.

Total value (estimated)

- £4,337,000 excluding VAT
- £5,204,400 including VAT

Above the relevant threshold

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKD1 - Cumbria

Not the same for all lots

Contract dates are shown in Lot sections, because they are not the same for all lots.

Lot 1. Young Carers and Parent Carer Support

Description

Assessments to decide whether the Young Carer has needs for support and whether these could be satisfied by services provided under Section 17 of the Children's Act. The assessment must also consider whether it is appropriate for the child to be providing the care.

Lot value (estimated)

- £867,400 excluding VAT

- £1,040,880 including VAT

Contract dates (estimated)

- 1 October 2025 to 30 September 2027
- Possible extension to 30 September 2029
- 4 years

Description of possible extension:

There is the potential for two 12-month contract extensions for Lot 1, depending on both the success in achieving the required outcomes and availability of further funding which if used would terminate 30th September 2029. Use of these optional extensions are at the absolute discretion of the Council.

Same for all lots

CPV classifications and contract locations are shown in the Scope section, because they are the same for all lots.

Lot 2. Adult Carers

Description

Carers have the same rights to assessment and support that are available to the cared for person. Local Authorities have a wellbeing duty which means that a Carer is entitled to an assessment and a potential support plan.

Lot value (estimated)

- £3,252,750 excluding VAT
- £3,903,300 including VAT

Contract dates (estimated)

- 1 October 2025 to 30 September 2027
- Possible extension to 30 September 2029
- 4 years

Description of possible extension:

There is the potential for two 12-month contract extensions for Lot 2, depending on both the success in achieving the required outcomes and availability of further funding which if used would terminate 30th September 2029. Use of these optional extensions are at the absolute discretion of the Council.

Same for all lots

CPV classifications and contract locations are shown in the Scope section, because they are the same for all lots.

Lot 3. Digital Carers Support

Description

The Provider will be required to establish a set of digitally based support functions and activities that will interface with the services being commissioned under Lot 2.

Lot value (estimated)

- £216,850 excluding VAT
- £260,220 including VAT

Contract dates (estimated)

- 1 October 2025 to 30 September 2026
- Possible extension to 30 September 2029
- 4 years

Description of possible extension:

There is the potential for three 12-month contract extensions for Lot 3, depending on both the success in achieving the required outcomes and availability of further funding which if used would terminate 30th September 2029. Use of these optional extensions are at the absolute discretion of the Council.

Same for all lots

CPV classifications and contract locations are shown in the Scope section, because they are the same for all lots.

Participation

Particular suitability

Lot 1. Young Carers and Parent Carer Support

Lot 2. Adult Carers

Lot 3. Digital Carers Support

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

Submission

Enquiry deadline

14 April 2025, 5:00pm

Tender submission deadline

2 May 2025, 9:30am

Submission address and any special instructions

<https://www.the-chest.org.uk/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

20 May 2025

Award criteria

Name	Type	Weighting
Quality	Quality	70%
Social Value	Quality	20%
Price	Price	10%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

Cumberland Council

- Public Procurement Organisation Number: PJGX-9191-DYLV

Cumbria House, 107-117 Botchergate

Carlisle

CA1 1RD

United Kingdom

Email: peopleprocurement@cumberland.gov.uk

Region: UKD12 - East Cumbria

Organisation type: Public authority - sub-central government