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Tender

National Centre For Family Hubs & Integrated Family Services - Delivery Partner

Department for Education

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

Notice identifier: 2025/S 000-012417

Procurement identifier (OCID): ocds-h6vhtk-04eecc

Published 2 April 2025, 9:53am

Changes to notice

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

Scope

Reference

project_9797

Description

The Department for Education is seeking to appoint a delivery partner through a new procurement process to continue, build upon, and enhance the National Centre for Family Hubs' (NCFH) role.

A Prior Information Notice (PIN) was issued for this requirement under the Public Contracts Regulations (PCR) 2015 on both Contracts Finder (National Centre for Family Hubs and Integrated Family Services - Contracts Finder) & Finder A Tender Service (National Centre for Family Hubs and Integrated Family Services - Find a Tender).

A Market Engagement Event was subsequently held on 10 February 2025 in accordance with PCR 2015. The slides and Question & Answer document from this event have been uploaded to Jaggaer.

The Family Hubs and Start for Life programme is a significant national initiative designed to improve outcomes for children and families by providing integrated, accessible, and community-based support.

Family Hubs operate as integrated services, simplifying the process for families to access necessary support. Instead of engaging with multiple agencies separately, families can find all the assistance they require in one location—whether through physical hubs, outreach services, or digital platforms. This approach enhances service coordination, reduces redundancy, and ensures a more efficient response to family needs, particularly for those facing disadvantages or vulnerabilities.

The successful supplier, as a delivery partner, will deliver a National Centre for Family Hubs (NCFH). This centre will provide support to Local Authorities (LAs) in the implementation of the Family Hubs programme between 1 June 2025 and 31 March 2026.

For further information, please access the ITT documents via the Jaggaer e-Procurement platform (itt_3445).

The Department will be holding a Market Engagement Event on 31 March 2025, from 10:30 am to 11:30 am.

1. Potential suppliers are invited to participate in this tender engagement session, which will be facilitated via Microsoft Teams.
2. The session will be led by representatives of the Department for Education and will focus on the programme's requirements, the tendering process.
3. To register your interest in attending, please use the messaging facility in the Jaggaer Portal and include the email contact details of all attendees in your message.

Attendance is not mandatory. Slides and any Q&As from the session will be uploaded to Jaggaer following the event.

Total value (estimated)

- £437,500 excluding VAT
- £525,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 2 June 2025 to 31 March 2026
- 9 months, 29 days

Main procurement category

Services

CPV classifications

- 80000000 - Education and training services

Contract locations

- UK - United Kingdom

Participation

Particular suitability

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

Submission

Enquiry deadline

11 April 2025, 12:00pm

Tender submission deadline

17 April 2025, 12:00pm

Submission address and any special instructions

The Department is administering the Tender process via its e-Tendering Portal, (Jaggaer; <https://education.app.jaggaer.com/web/login.html>). Jaggaer is the only method for submitting tenders and suppliers should not make any other form of approach to the Department in connection with this procurement. It is the responsibility of Potential Suppliers to ensure they can access and use the Jaggaer system. Jaggaer is owned and hosted by an independent organisation, any issues in respect of functionality or using the system must be directed to the Jaggaer helpdesk via 0800 069 8630 or <https://www.jaggaer.com/submit-supplier-support-request/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

7 May 2025

Award criteria

Name	Description	Type	Weighting
Quality	The quality section of the tender has a weighting of 80%. This consists of 70% for Quality questions and 10% for a Social Value Question	Quality	80%
Price	The price section of the tender has a weighting of 20%	Price	20%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure

Procedure type

Open procedure

Contracting authority

Department for Education

- Public Procurement Organisation Number: PDZG-3487-DPVD

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United Kingdom

Email: CommercialQueries.FAMILIES@education.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government