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Tender

Carers Support Service - Mental Health Specialist Provider

Milton Keynes City Council

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

Notice identifier: 2025/S 000-013165

Procurement identifier (OCID): ocds-h6vhtk-04fd84 ([view related notices](#))

Published 4 April 2025, 3:22pm

Changes to notice

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

Dates and times did not pull through correctly from the e-tendering portal.

Scope

Reference

2024-245

Description

Milton Keynes City Council are currently out to tender for the provision of Carers Support Service - Mental Health Specialist Provider.

The Carers Support Service will be delivered as a tiered model of support. The tiered approach encompasses levels of support and specialism. It has a lead provider, who provides overarching Information, Advice, and Guidance (IAG) and acts as a single point of access. It then has a number, depending on requirements, of specialist organisations who work in collaboration to meet the needs, i.e. unpaid carers of any age. The specialist organisations will cover the areas of:

- Young Carers and Young Adult Carers
- Mental Health
- Learning Disability and Neurodivergence
- Older People

The Mental Health Specialist Provider organisation forms part of the tiered approach.

The Provider of the Mental Health specialist service will deliver the following services and activities under the service specification;

- Support for carers who care for someone with a Mental Health illness (with or without a formal diagnosis), or with addiction, or with dual diagnosis.
- As Mental Health can be such a wide remit in terms of complexity and knowledge, the provider should have access to specialist information where required.
- Development of peer support networks
- Training related to the condition of the cared for
- Awareness of what else is available in Milton Keynes to support carers
- Promotion of their service
- Work to identify carers, reduce the stigma around the caring role and promote who is a carer
- Maintain a relationship with MKCC Adult Social Care

- Support when the caring role ends, including bereavement support
- Seasonal celebrations and contribute to events such as Carers Week and Carers Rights Day

Further information regarding the Council's requirement is set out in the tender documents which are available on the Council's E-Tendering portal - <https://in-tendhost.co.uk/milton-keynes/asp/Home>

Deadline for submissions of the tender will be 12 Noon on 2nd May 2025.

Please allow sufficient time to make your return as late returns will not be permitted.

Any questions relating to this tender should be made via correspondence on the website.

Please do not engage with any persons in the Council via email or phone regarding this tender.

Total value (estimated)

- £250,000 excluding VAT
- £250,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 14 July 2025 to 13 July 2028
- Possible extension to 13 July 2030
- 5 years

Description of possible extension:

Optional Extension of up to 2 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKJ12 - Milton Keynes

Participation

This procurement is reserved for

UK suppliers

Particular suitability

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

Submission

Enquiry deadline

18 April 2025, 11:59pm

Tender submission deadline

2 May 2025, 12:00pm

Submission address and any special instructions

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

Tenders may be submitted electronically

Yes

Award criteria

Based on most advantageous tender:

Quality: 60%

Price: 40%

Please see tender documents for breakdown of full award criteria.

Procedure

Procedure type

Below threshold - open competition

Special regime

Light touch

Contracting authority

Milton Keynes City Council

- Public Procurement Organisation Number: PLDZ-6131-PWZH

Civic Offices, 1 Saxon Gate East

Milton Keynes

MK9 3EJ

United Kingdom

Telephone: 01908691691

Email: corporateprocurement@milton-keynes.gov.uk

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

Region: UKJ12 - Milton Keynes

Organisation type: Public authority - sub-central government