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Planning

Kent Carers Support Service

Kent County Council

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-013371

Procurement identifier (OCID): ocds-h6vhtk-04fe04 ([view related notices](#))

Published 7 April 2025, 12:24pm

Scope

Reference

CN250345

Description

Kent County Council are seeking to re-procure a Kent Carers Support Service which is aimed at supporting unpaid carers within the county. This new service will replace two current services; The Carers Community Navigation Service and Carers Short Breaks service.

Key Areas of Service Delivery:

Building from the Kent Adult Carers Strategy the following key areas of service delivery have been identified for the Kent Carers Support Service:

i) Identifying and Recognising Carers, including Seldom-Heard Carers

- ii) Empowering Carers: information, advice and training in ways that they can understand
- iii) Prevention and Wellbeing especially for lifestyle risk factors, mental health and information and advice
- iv) Support for Young Carers' Transition to Adulthood
- v) Carers Assessment
- vi) Carers Breaks
- vii) Emergency Breaks
- viii) Carers Personal Budgets

The full requirement will be available within the Specification, which will be made available when the Tender opportunity goes live.

The Service will be delivered by a lead provider for East Kent and a Lead provider for West Kent. The two lead providers will need to work in partnership to ensure there is a seamless service that is equitable across Kent.

There will be one Lot for each geographical area and the same service provider cannot deliver both Lots.

Please note that this UK3 Planned Procurement Notice replaces Prior Information Notice 2024/S 000-020309.

Total value (estimated)

- £48,000,000 excluding VAT
- £57,600,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 January 2026 to 31 December 2028
- Possible extension to 31 December 2032
- 7 years

Description of possible extension:

Kent County Council may include a 2 x 2 year extension into the contract. To be confirmed.

Main procurement category

Services

CPV classifications

- 85100000 - Health services
- 85300000 - Social work and related services

Lot constraints

Maximum number of lots a supplier can be awarded: 1

Lot 1. Kent Carers Support Service - East Kent

Description

Kent Carers Support Service to be delivered in the following geographical areas: Ashford, Canterbury, Dover, Thanet, Folkestone and Hythe.

Same for all lots

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

Lot 2. Kent Carers Support Service - West Kent

Description

Kent Carers Support Service to be delivered in the following geographical areas: Dartford, Gravesham, Swanley, Sevenoaks, Maidstone, Sevenoaks, Tonbridge and Malling, Tunbridge Wells and Swale.

Same for all lots

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

Participation

Legal and financial capacity conditions of participation

Lot 1. Kent Carers Support Service - East Kent

Lot 2. Kent Carers Support Service - West Kent

The authority will set conditions of participation which Tenderers must satisfy to demonstrate that they have the requisite legal and financial capacity to perform the Contract.

Guidance will be published within the Tender Notice.

Technical ability conditions of participation

Lot 1. Kent Carers Support Service - East Kent

Lot 2. Kent Carers Support Service - West Kent

The authority will set conditions of participation which Tenderers must satisfy to demonstrate that they have the technical ability to perform the Contract.

Guidance will be published within the Tender Notice.

Submission

Publication date of tender notice (estimated)

27 May 2025

Submission type

Requests to participate

Deadline for requests to participate

10 June 2025, 11:59pm

Submission address and any special instructions

All tenders must be submitted on the Kent Business Portal. Please ensure you have registered on the Kent Business Portal.

<https://www.kentbusinessportal.org.uk/>

Once registered please 'Express Interest' to receive updates and tender notifications. Providers that express interest are granted automatic access to the Condition of Participation procurement files once the opportunity has gone live.

Providers are reminded to register on the Central Digital Platform, and to ensure their information is up to date before submitting a bid.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

11 September 2025

Procedure

Procedure type

Competitive flexible procedure

Special regime

Light touch

Contracting authority

Kent County Council

- Public Procurement Organisation Number: PLDL-8938-YGYW

County Hall

Maidstone

ME14 1XQ

United Kingdom

Email: CPD-PEOPLETEAM@KENT.GOV.UK

Region: UKJ45 - Mid Kent

Organisation type: Public authority - sub-central government