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Contract

## **HAC5899 Unpaid Carers Service**

Tower Hamlets

F03: Contract award notice

Notice identifier: 2025/S 000-016295

Procurement identifier (OCID): ocids-h6vhtk-03ede9

Published 22 April 2025, 3:29pm

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

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

Tower Hamlets

New Town Hall, 160 Whitechapel Road London

London

E1 1BJ

#### **Contact**

Mr Simon Waller

#### **Email**

[simon.waller@towerhamlets.gov.uk](mailto:simon.waller@towerhamlets.gov.uk)

#### **Telephone**

+44 2073644013

#### **Country**

United Kingdom

**Region code**

UKI - London

**Internet address(es)**

Main address

<http://www.towerhamlets.gov.uk>

Buyer's address

<http://www.towerhamlets.gov.uk>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

HAC5899 Unpaid Carers Service

Reference number

DN683435

**II.1.2) Main CPV code**

- 85300000 - Social work and related services

**II.1.3) Type of contract**

Services

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

The service will deliver information, advice, practical support, and guidance to carers of Tower Hamlets residents to help them to undertake their caring role. The carers offer in Tower Hamlets will be aligned to the priorities in the National Carers' strategy, carers action plan and the local Commitment to Carers Action plan. The service will support adult carers caring for someone in Tower Hamlets, and young carers (16+ years) transitioning into adulthood.

These will be purchased through two lots:

Lot A - Unpaid Carers Service: The Unpaid Carers Service will help the Council meet its Care Act duties to ensure carers have access to information and advice, conduct assessments of carers' needs, as well as providing additional support that is known to have a positive impact on the health and wellbeing of unpaid carers and will help them continue in their caring role

Lot B - Unpaid Carers Emergency Service : The Unpaid Carers Emergency Service will provide flexible emergency support for carers at significant risk of a cared-for/carer relationship breakdown or experiencing a crisis.

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

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £3,310,000

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

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

HAC5899: Unpaid Carers Service Lot A

Lot No

1

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

- 85300000 - Social work and related services

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

NUTS codes

- UKI - London

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

The service will deliver information, advice, practical support, and guidance to carers of Tower Hamlets residents to help them to undertake their caring role. The carers offer in Tower Hamlets will be aligned to the priorities in the National Carers' strategy, carers action plan and the local Commitment to Carers Action plan. The service will support adult carers caring for someone in Tower Hamlets, and young carers (16+ years) transitioning into adulthood.

Lot A - Unpaid Carers Service: The Unpaid Carers Service will help the Council meet its Care Act duties to ensure carers have access to information and advice, conduct assessments of carers' needs, as well as providing additional support that is known to have a positive impact on the health and wellbeing of unpaid carers and will help them continue in their caring role

#### **II.2.5) Award criteria**

Cost criterion - Name: price is not the only criterion / Weighting: 0

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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

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

HAC5899: Unpaid Carers Service Lot B

Lot No

2

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

- 85300000 - Social work and related services

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

NUTS codes

- UKI - London

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

The service will deliver information, advice, practical support, and guidance to carers of Tower Hamlets residents to help them to undertake their caring role. The carers offer in Tower Hamlets will be aligned to the priorities in the National Carers' strategy, carers action plan and the local Commitment to Carers Action plan. The service will support adult carers caring for someone in Tower Hamlets, and young carers (16+ years) transitioning into adulthood.

Lot B - Unpaid Carers Emergency Service : The Unpaid Carers Emergency Service will provide flexible emergency support for carers at significant risk of a cared-for/carer relationship breakdown or experiencing a crisis.

### **II.2.5) Award criteria**

Cost criterion - Name: price is not the only criterion / Weighting: 0

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

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

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

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-023081](#)

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## **Section V. Award of contract**

### **Contract No**

HAC5899: Unpaid Carers Service Lot A & B

### **Lot No**

1

### **Title**

HAC5899 Unpaid Carers Service Lot A

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

13 December 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 4

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Carers Centre

21 Brayford Square,

London

E1 0SG

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £2,860,000

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**Section V. Award of contract**

**Contract No**

HAC5899: Unpaid Carers Service Lot A & B

**Lot No**

2

**Title**

HAC5899 Unpaid Carers Service Lot B

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

13 December 2023

### **V.2.2) Information about tenders**

Number of tenders received: 4

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

Care Solution Bureau CIC

76 Brookesley Street

London

E3 4QJ

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £250,000



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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom