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Contract

HAC5899 Unpaid Carers Service

Tower Hamlets

F03: Contract award notice

Notice identifier: 2025/S 000-016295

Procurement identifier (OCID): ocds-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

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

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

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](#)

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom