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Tender

All-age Carers Support Service

Buckinghamshire Council

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

Notice identifier: 2026/S 000-016869

Procurement identifier (OCID): ocds-h6vhtk-060607 ([view related notices](#))

Published 25 February 2026, 12:45pm

Scope

Reference

25 26 754

Description

Our aim:

We want Buckinghamshire to be a place where carers are identified early and can quickly access practical, timely support that protects their wellbeing and life chances.

We are seeking a provider that can deliver a reliable, high-quality, modern service with a strong commitment to supporting every carer to achieve positive outcomes.

Who this service is for:

Unpaid carers who live in Buckinghamshire or care for a Buckinghamshire resident, including Young Carers (5-16 years), Young Adult Carers (16-25 years) and Adult Carers (25+ years).

What you will do:

- **Early identification:** Actively identify carers across health, education, businesses (i.e. employers) and communities, and increase self-awareness and self-identification of people undertaking a caring role.
- **Accessible and 'always on' support:** Provide a digital first, multi-channel front door that is always available so carers can access support when they need it and when it suits their daily schedule. To achieve this, access points and support will be provided via a mix of digital, remote and in-person methods so carers get the right help at the right time for them.
- **Proportionate support:** Offer information, advice and guidance, group sessions and one-to-one support, training and peer support, and time-limited intensive input to stabilise complex situations and prevent crises.
- **Seamless journeys:** Ensure warm handovers between Children's and Adults Services, supporting key life transitions and offering support into the period after caring ends. Work collaboratively with the Council and other partners to streamline signposting to alternative support options and/or referrals to traditional assessment pathways, so carers are only required to tell their story once.
- **System leadership:** Actively lead and support the Council, along with its partners, to create a carer-aware and carer-friendly county. This is to be achieved by delivering training for professionals, school staff, and employers, through collaboration with Integrated Neighbourhood Teams and Family Hubs, and by working with NHS and voluntary, community, and social enterprise partners.

How you will operate:

By providing a comprehensive and modern digital support offer, to complement and be complemented by the provision of in-person support methods. The in-person support offer will be available at a range of locations, on different days, and at various times, to ensure proximity to carers for ease of access and consideration of carers' commitments and daily routines, thereby increasing the uptake of support.

What success looks like:

You will lead and assist with the achievement of the following overarching outcomes:

- Carers are identified earlier and understand where and how to access support.
- Carers experience improved physical, emotional and mental wellbeing.

- Carers feel confident, informed and supported to sustain their caring role where it is their choice.
- Carers have improved financial resilience and better access to employment, training or education opportunities.

Total value (estimated)

- £4,041,370 excluding VAT
- £4,849,644 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2029
- Possible extension to 30 June 2031
- 5 years

Description of possible extension:

One year plus one year.

Main procurement category

Services

CPV classifications

- 85312310 - Guidance services

Contract locations

- UKJ13 - Buckinghamshire CC
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Submission

Enquiry deadline

18 March 2026, 11:59pm

Tender submission deadline

9 April 2026, 12:00pm

Submission address and any special instructions

<https://in-tendhost.co.uk/buckinghamshire-council.aspx/Home>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

5 May 2026

Recurring procurement

Publication date of next tender notice (estimated): 10 February 2031

Award criteria

Name	Type
Quality - 100%	Quality
Price per Quality Point (PPQP)	Price

Weighting description

Quality and Price per Quality Point (PPQP)

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Documents

Associated tender documents

<https://in-tendhost.co.uk/buckinghamshire-council/asp/Tenders/Current>

Contracting authority

Buckinghamshire Council

- Public Procurement Organisation Number: PCLJ-2677-YQXD

The Gateway, Gatehouse Road

Aylesbury

HP198FF

United Kingdom

Contact name: Kayley Lakin

Email: procurement@buckinghamshire.gov.uk

Region: UKJ13 - Buckinghamshire CC

Organisation type: Public authority - sub-central government