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Contract

Carers' Support Services

London Borough of Camden

F03: Contract award notice

Notice identifier: 2025/S 000-017357

Procurement identifier (OCID): ocds-h6vhtk-04b428

Published 28 April 2025, 3:13pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Camden

London Borough of Camden, 5 Pancras Square

London

N1C 4AG

Contact

Mr David Walsh

Email

david.walsh@camden.gov.uk

Country

United Kingdom

Region code

UKI31 - Camden and City of London

Internet address(es)

Main address

www.camden.gov.uk

Buyer's address

www.camden.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**

Carers' Support Services

Reference number

DN750077

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

This notice notes the award of contract to Camden Carers Centre for the provision of the Carers' Support Service who currently deliver the service. The Carers' Support Service addresses the statutory duties the Care Act 2014 places on Local Authorities to identify unpaid Carers, assess their needs and prevent, reduce and delay future need for support.

The new contract is for an initial period of four (4) years until 31st March 2029, with the option to extend for an additional three (3) years until 31st March 2032, for a total value of £3,474,126 (£6,314,419 including extension).

Camden Carers submitted a tender with strengths which include understanding local needs, co-designing the service with local groups and working with young carers as they transition into adulthood. Their tender also demonstrated innovation, for example, they will work with medical students at University College London to ensure future doctors will have a great understanding of the role of carers.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £6,314,798

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI31 - Camden and City of London

II.2.4) Description of the procurement

The service will enable carers to be better supported using a strengths-based approach that will be aligned to the 5 integrated neighbourhoods (in development) and the Carers Action plan. This will create opportunities for improved joined up working e.g. linking in with voluntary services to support carers to continue in their caring role. Impact will be measured through collaborative quality assurance processes and a series of outcome-based key performance indicators to be co-designed

II.2.5) Award criteria

Quality criterion - Name: Implementation / Weighting: 5

Quality criterion - Name: Partnership Working / Weighting: 10

Quality criterion - Name: Management / Weighting: 10

Quality criterion - Name: Staff / Weighting: 5

Quality criterion - Name: Service Delivery / Weighting: 15

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Presentation / Weighting: 5%

Quality criterion - Name: Digital and Data Security / Weighting: p/f

Price - Weighting: 40

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-036636](#)

Section V. Award of contract

Contract No

1

Lot No

1

Title

Carers' Support Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

V.2.2) Information about tenders

Number of tenders received: 17

Number of tenders received from SMEs: 17

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 17

Number of tenders received by electronic means: 17

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

V.2.3) Name and address of the contractor

Camden Carers Centre

London

Country

United Kingdom

NUTS code

- UKI31 - Camden and City of London

The contractor is an SME

Yes

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

Total value of the contract/lot: £6,314,798

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Borough Solicitor, London Borough of Camden

London

Email

jusna.khanum@camden.gov.uk

Country

United Kingdom

Internet address

<https://www.camden.gov.uk>