

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/023081-2023>

Tender

## **HAC5899 Unpaid Carers Service**

Tower Hamlets

F02: Contract notice

Notice identifier: 2023/S 000-023081

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

Published 8 August 2023, 2:12pm

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

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

Tower Hamlets

Mulberry Place

London

E14 2BG

#### **Contact**

Ms Phillis Osei

#### **Email**

[phyllis.addo@towerhamlets.gov.uk](mailto:phyllis.addo@towerhamlets.gov.uk)

#### **Telephone**

+44 2073645000

#### **Country**

United Kingdom

**Region code**

UK142 - Tower Hamlets

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=37b8157f-2135-ee11-8124-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=37b8157f-2135-ee11-8124-005056b64545>

**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**

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.1.5) Estimated total value**

Value excluding VAT: £3,310,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

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

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

Lot No

1

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

- 98000000 - Other community, social and personal services

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

NUTS codes

- UKI42 - Tower Hamlets

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

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**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Initial contract duration of 36 months with the option to extend for a further 2 yrs on a one plus one basis, giving the maximum contract duration of 5 years(3+1+1), subject to satisfactory performance.

### **II.2.10) Information about variants**

Variants will be accepted: No

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

Options: No

#### **II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

#### **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**

Lot No

2

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

- 98000000 - Other community, social and personal services

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

NUTS codes

- UKI42 - Tower Hamlets

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

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**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Initial contract duration of 36 months with the option to extend for a further 2 years one plus

one basis, giving the maximum contract duration of 5 years (3+1+1), subject to satisfactory

performance

#### **II.2.10) Information about variants**

Variants will be accepted: No

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

Options: No

#### **II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

15 September 2023

Local time

1:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

8 August 2023

Local time

4:00pm

---

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

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

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

Royal Courts of Justice

Strand

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Tower Hamlets Procurement

Town Hall, 160 White Chapel Road

London

E1 1BJ

Country

United Kingdom