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Tender

SOL - Carers of All Ages Support Service 2025

Solihull Metropolitan Borough Council

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

Notice identifier: 2025/S 000-036262

Procurement identifier (OCID): ocids-h6vhtk-055653 ([view related notices](#))

Published 30 June 2025, 7:24pm

Scope

Reference

SOL - 23025

Description

The Council is re-tendering its Carers of All Ages Support Service contract.

The Carer Support Service provides support to all carers who need assistance to manage their unpaid carer role. The current service provides support to people who have various needs in respect of their wellbeing to enable them to continue with their role as unpaid carers. This is an open access service that carers can self-refer when they have need. Referrals can also come from the Adult and Children's Directorates.

Full details of the contract requirements are available in 'ITT Part 1 - Information Pack' and the associated documents, which can be downloaded from the Council's Tendering Portal at www.csw-jets.co.uk.

Total value (estimated)

- £4,932,000 excluding VAT
- £5,918,400 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 December 2025 to 30 November 2030
- Possible extension to 30 November 2034
- 9 years

Description of possible extension:

There are two extension options of two years each following the initial contract period.

If undertaken, the first extension option will run between 1 December 2030, until 30 November 2032.

If undertaken, second extension option will run between 1 December 2032, until 30 November 2034.

The contract may be extended by mutual agreement, in part or in full, where the awarded Tenderer meets the KPI performance standards and contract delivery objectives applicable to the contract.

The services will be subject of review in the fifth year of the initial contract term, and the results of those reviews will inform the Council's decision whether to offer any extension.

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKG32 - Solihull

Participation

Legal and financial capacity conditions of participation

Details of minimum requirements are provided in 'ITT Part 1 - Information Pack', 'ITT Part 3 - Return Document' and the associated Tender documents.

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Tender submission deadline

18 July 2025, 12:00pm

Submission address and any special instructions

Tenders must be submitted before 12.00 noon on Friday, 18 July 2025.

Interested suppliers must register at www.csw-jets.co.uk (the Council's Tendering Portal) to access the tender documents associated with this contract opportunity.

The relevant project is listed as 'SOL - Carers of All Ages Support Service 2025' and has a project reference of SOL - 23025.

Suppliers must submit their completed Tender return documents via the Tendering Portal. Tenders received using any other method will not be considered.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

15 September 2025

Recurring procurement

Publication date of next tender notice (estimated): 31 March 2034

Award criteria

Name	Type	Weighting
Technical (Quality) Questions	Quality	95%
Social Value Response	Quality	5%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Reduced tendering period

Yes

Light touch contract - no minimum

Justification for not publishing a preliminary market engagement notice

Preliminary Market Engagement was initially undertaken in November 2024, before the Procurement Act 2023 notices were available.

An additional briefing session was run in June 2025. A summary of the content of the briefing has been provided as a slide deck in the associated documents for this ITT.

Documents

Associated tender documents

<http://www.csw-jets.co.uk>

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The relevant project is listed as 'SOL - Carers of All Ages Support Service 2025' and has a project reference of SOL - 23025.

Contracting authority

Solihull Metropolitan Borough Council

- Public Procurement Organisation Number: PGWC-7578-LYDG

Council House, Manor Square

Solihull

B91 3QB

United Kingdom

Email: procteam@solihull.gov.uk

Website: <http://www.csw-jets.co.uk>

Region: UKG32 - Solihull

Organisation type: Public authority - sub-central government