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Planning

## Carers Support Service

Southend-on-Sea City Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-046683

Procurement identifier (OCID): ocds-h6vhtk-0582da ([view related notices](#))

Published 6 August 2025, 4:40pm

## Scope

### Description

Southend-on-Sea City Council (SCC) seeks to engage the market through this Pre-Tender Market Engagement (PTME) exercise in preparation for the potential procurement of a Carers Support Service. The detail of which can be found in the PTME section below.

#### Overview:

The contract aims to commission a comprehensive support service for unpaid carers of all ages, providing them with timely information, advice, practical and emotional support, respite options, and advocacy. The service must be accessible, inclusive, co-produced with carers, and responsive to their diverse and changing needs. Outcomes include improved carer wellbeing, resilience, and access to support at different points in their caring journey. Stakeholders include carers, local VCSEs, local businesses, health partners, and Adult Social Care. Complexity includes aligning delivery across age groups and ensuring digital and face-to-face access.

#### Scope of Service:

The service will require the provision of information and advice and support across various areas and the provision of a range of services for carers.

The All-age Carers Support service covers the following services:

- Early identification
- Information and advice
- Statutory carers assessments
- Personal Budget
- Peer support
- Carers breaks
- Young carers
- Transition support
- Ad hoc appointment breaks
- Advocacy for carers

Access and Delivery of Service:

The Carers Support Service will provide face-to-face support and be available a minimum of five days a week on a flexible basis. The service must be accessible to all carers, including those who work or have limited availability due to their caring responsibilities. The provider should record how carers access the service, including face-to-face, telephone, email, online platforms, or virtual meetings.

The service will not operate from a fixed physical base but will instead deliver support from community hubs and other accessible venues across Southend-on-Sea. This outreach approach will help maximise visibility and accessibility within the community.

Where appropriate, the provider is expected to offer home visits, including to carers living in their own homes or in settings such as care homes or supported accommodation, to ensure equitable access for those unable to travel.

Pre-Tender Market Engagement:

Southend-on-Sea City Council wish to engage with prospective bidders to give an overview of the Scope of Services and provide further procurement-related information on the upcoming tender exercise. There will also be an opportunity for a Q&A session at the end of the presentation. The Council will use all reasonable endeavours to respond to

questions raised within the session.

Please email [lucygayler@southend.gov.uk](mailto:lucygayler@southend.gov.uk) by no later than 22nd August 2025 to confirm your attendance. The Market Engagement Event will be held virtually via Teams on 26th August 10:30am-11:30am. Please ensure you provide all attendees names and email addresses.

Southend City Council will also require all prospective bidders to submit a pre-market engagement questionnaire in order for the Council to receive further market insight prior to the engagement session. Please complete the questionnaire by no later than 22nd August 2025.

The questionnaire will be issued via email to all prospective bidders who register an interest in this opportunity and wish to attend the Market Engagement Session.

Contract Length & Procurement Timeline:

It is intended that the future contract length will be for 36 months (with a provision to extend by up to 24 months). The estimated annual contract value (including VAT) is £251,413.00.

A high-level, indicative procurement timeline is as set out below. It is the Council's intention to use the single stage Open Procedure. Please note that the procurement procedure to be used and indicative timescales are subject to change.

- Market Engagement: 26th August 2025 (10:30am - 11:30am via Teams)
- ITT Published: September 2025 - October 2025
- Evaluation and Moderation of Bids: October - November 2025
- Assessment Summaries: December 2025
- Contract Award Notice & Standstill: December 2025
- Contract Details Notice and Contract Documents Signed: January 2026
- Mobilisation: January 2026 - March 2026
- Service Commencement: 1st April 2026

Please also be informed that the Council use ProContract as the e-procurement system for the publication of tenders. Further information and guidance on how to register as a supplier and use this system will be provided during the market engagement session

<https://procontract.due-north.com/Login/Index?ReturnUrl=/Home/About>

**Important Information:**

Respondents are advised that the purpose of this notice is to engage in dialogue with the market. The scope of service, date of publication or potential contract value should not be taken as a final "version" of requirement.

This notice is not a call for competition to procure any services and is not published to reduce time limited for the receipt of tenders.

Interested parties will not be prejudiced by any response or (lack) to this notice. Nor shall a response to this notice guarantee an invitation to participate in this market consultation exercise or any future procurement process that Southend-on-Sea City Council may conduct.

**Total value (estimated)**

- £1,257,065 including VAT

Above the relevant threshold

**Contract dates (estimated)**

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

**Main procurement category**

Services

**CPV classifications**

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

## **Contract locations**

- UKH3 - Essex

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## **Engagement**

### **Engagement deadline**

26 August 2025

### **Engagement process description**

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intent to respond via email to the above email address.

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## Participation

### Particular suitability

Small and medium-sized enterprises (SME)

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## Contracting authority

### Southend-on-Sea City Council

- Public Procurement Organisation Number: PJDT-6566-GZNX

Civic Centre, Victoria Avenue, Southend On Sea, Essex

Southend On Sea

ss2 6fa

United Kingdom

Contact name: Lucy Gayler

Email: [Lucygayler@southend.gov.uk](mailto:Lucygayler@southend.gov.uk)

Website: <https://www.southend.gov.uk/>

Region: UKH31 - Southend-on-Sea

Organisation type: Public authority - sub-central government