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Tender

## Care and Support Services, Carlton Dene Extra Care Housing

Westminster City Council

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

Notice identifier: 2025/S 000-046997

Procurement identifier (OCID): ocds-h6vhtk-04f981 ([view related notices](#))

Published 7 August 2025, 3:25pm

### Scope

### Description

Westminster City Council requires a high-quality personalised Care and Support Service at Carlton Dene Extra Care Housing; Carlton Dene is a new development, which will be ready for handover in March 2026 so that the new service can be delivered from April 2026.

The Carlton Dene building supports a variety of care and wellbeing services, including:

- 65 Extra Care Housing Units
- Resident Lounge
- Staff Areas
- Cafe Space (on-site but not part of the Contract)
- Hairdressers and Therapy Space (on-site but not part of the Contract)

The Authority owns the building, and the Residents will be tenants of Westminster City

Council.

Extra Care Housing offers self-contained, fully accessible properties with private front doors, bathrooms, kitchens, living areas, and storage space. Residents have legal rights to occupy underpinned by housing law, and the freedom to personalise their homes to suit their preferences. At Carlton Dene it is anticipated in the region of 985 personalised care hours with additional universal core hours for engagement, management, night support and oversight.

A dedicated CQC Registered Manager is required to assist with care matters and co-ordinate support services. Staff will be available on-site 24/7.

Carlton Dene will support the delivery of key Adult Social Care (ASC) principles: Personalisation; Prevention; Innovation; Integration and Local, by offering personalised care, giving residents choice and control over their support. The Service prevents isolation and promotes well-being by helping people stay independent in their community. Through innovation, the Service enhances digital inclusion and uses technology to support health and social needs. Integration with housing, the NHS, and social care ensures joined-up services, while a local approach allows residents to remain in the borough, creating employment and volunteering opportunities.

### **Total value (estimated)**

- £17,952,160 excluding VAT
- £21,542,592 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 April 2026 to 31 March 2033
- Possible extension to 31 March 2036
- 10 years

Description of possible extension:

The Authority shall be entitled at its absolute discretion to extend the Contract Period by a single period not exceeding three years.

## **Main procurement category**

Services

## **CPV classifications**

- 85310000 - Social work services

## **Contract locations**

- UKI32 - Westminster

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## **Participation**

### **Legal and financial capacity conditions of participation**

The Tenderer must have a mean average annual turnover in the past two years in excess of £3,590,432 (the 'Turnover Threshold') based on accounts available from CreditSafe or information supplied by the Tenderer in its ITT Response. The estimated annual value of the Contract is £1,795,216.

Based on reports and accounts obtained through CreditSafe or, if unavailable from that source, from information provided by the Tenderer in their PSQ response, the Authority will verify whether the Tenderer meets the four Ratio Tests set out in the ITT:

Current Ratio must not be less than 0.75 being the hurdle for this ratio

Debt to Equity Ratio must not be over 3 being the hurdle for this ratio

Trade Creditors Ratio (Creditors Days) must be 60 days or less being the hurdle for this ratio; and

Trade Debtors Ratio (Debtors Days) must be 60 days or less being the hurdle for this ratio

A Tenderer will pass the Financial Risk Assessment if 3 of its 4 ratios clear the hurdles.

### **Technical ability conditions of participation**

Tenderer's must have at least 75% of its relevant registered locations rated as 'Good' or 'Outstanding' by the Care Quality Commission (CQC).

Tenderer's must provide relevant experience and contract examples.

### **Particular suitability**

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

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## **Submission**

### **Enquiry deadline**

8 September 2025, 5:00pm

### **Tender submission deadline**

18 September 2025, 12:00pm

## Submission address and any special instructions

<https://wcc.ukp.app.jaggaer.com/>

If your organisation is already registered with Jaggaer this link can be used

<https://wcc.ukp.app.jaggaer.com/go/58597555019883755BF6>

## Tenders may be submitted electronically

Yes

## Languages that may be used for submission

English

## Award decision date (estimated)

12 January 2026

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## Award criteria

Name	Type	Weighting
Quality	Quality	80%
Price	Price	20%

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## Other information

### Description of risks to contract performance

The service model may change in the course of the Contract using the Variation procedure. One such model is a core and flexi model. Further information can be found in the Contract Terms.

### **Conflicts assessment prepared/revised**

Yes

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### **Procedure**

#### **Procedure type**

Open procedure

#### **Special regime**

Light touch

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### **Contracting authority**

#### **Westminster City Council**

- Public Procurement Organisation Number: PJVD-6261-BPPJ

64 Victoria Street

London

SW1E 6QP

United Kingdom

Email: [procurementteammailbox@westminster.gov.uk](mailto:procurementteammailbox@westminster.gov.uk)

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

Region: UKI32 - Westminster

Organisation type: Public authority - sub-central government