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Contract

Home Improvement Agency (HIA) Service

Dover District Council

F03: Contract award notice

Notice identifier: 2025/S 000-048155

Procurement identifier (OCID): ocds-h6vhtk-0436df

Published 12 August 2025, 4:08pm

Section I: Contracting authority

I.1) Name and addresses

Dover District Council

Council Offices, White Cliffs Business Park

Whitfield, Dover

CT16 3PJ

Contact

Mr Dean Coulls

Email

dean.coulls@dover.gov.uk

Telephone

+44 7701294353

Country

United Kingdom

Region code

UKJ - South East (England)

Internet address(es)

Main address

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

Buyer's address

<http://www.dover.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

Home Improvement Agency (HIA) Service

Reference number

DN709751

II.1.2) Main CPV code

- 75200000 - Provision of services to the community

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of Home Improvement Agency Services including but not exclusive to grant/loan applications, hospital discharge, home enablement and hoarding disorder support to Dover District Council, Ashford Borough Council, and Folkestone & Hythe District Council.

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: £4,861,343

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

II.2.4) Description of the procurement

Provision of Home Improvement Agency Services including but not exclusive to grant/loan applications, hospital discharge, home enablement and hoarding disorder support to Dover District Council, Ashford Borough Council, and Folkestone & Hythe District Council.

II.2.5) Award criteria

Cost criterion - Name: Cost / Weighting: 40

Cost criterion - Name: Quality / Weighting: 60

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-003568](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 May 2024

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

Town & Country

Monson House, Monson Way

Tunbridge Wells

TN1 1LQ

Country

United Kingdom

NUTS code

- UKJ - South East (England)

The contractor is an SME

No

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

Total value of the contract/lot: £4,861,343

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

London

Country

United Kingdom