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Tender

Provision of All-Age Carers Support Service

Southend-on-Sea City Council

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

Notice identifier: 2025/S 000-059770

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

Published 25 September 2025, 2:59pm

Scope

Reference

DN785841

Description

Southend-on-Sea is looking to appoint a suitable supplier to deliver an All-age Carers Support Service.

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 all age groups and ensuring digital and face-to-face access.

Scope of Service:

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

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

Access and Delivery:

The Carers Support Service will provide face-to-face support and be available a minimum of five days a week on a flexible basis, including weekend availability to ensure working carers can access support. The service must be accessible to all carers, including those who work or have limited availability due to their caring responsibilities.

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.

Where appropriate, the provider is expected to also offer home visits, including to carers living in their own homes or in settings such as care homes or supported accommodation.

The referral process and all ongoing communication must be designed to be simple, timely, and user-friendly, ensuring easy access for carers and professionals making

referrals on their behalf.

Local Government Reform / Devolution:

The contracting authority is Southend-on-Sea City Council and any Successor Body meaning one or more entities which assumes any of the Council's functions (as applicable) as a result of Local Government Reform (LGR). Such successor body or bodies may be, without limitation, a local authority, a combined county authority, a strategic authority or any other status determined pursuant to the Devolution and LGR Legislation.

Total value (estimated)

- £1,007,065 including VAT

Above the relevant threshold

Contract dates (estimated)

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

Description of possible extension:

There is an option to extend the contract by 24 months with 2 extensions available (of 12 month durations each).

Main procurement category

Services

CPV classifications

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

Contract locations

- UKH3 - Essex

Participation

Particular suitability

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

Submission

Enquiry deadline

22 October 2025, 3:00pm

Tender submission deadline

30 October 2025, 3:00pm

Submission address and any special instructions

The provisioning of documentation relating to the Procurement Process and the submission of Responses from interested Parties will be conducted electronically via Southend-on-Sea City Council's Electronic Tender Facility, ProContract:

<https://procurement.southend.gov.uk/southend/portal.nsf/index.htm>

The Candidates must ensure that they have downloaded and are fully aware of all the information which they are required to be in receipt of. This includes the Procurement Specific Questionnaire, Technical (Quality) Responses, Commercial (Price) Submissions, Tender Forms & Declarations.

All submissions must be forms to be completed online via Pro Contract. All key procurement timescales will be found within the ITT document attached to the tender pack on ProContract.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 December 2025

Award criteria

Name	Type	Weighting
Technical (Quality) Evaluation	Quality	70%

Name	Type	Weighting
Commercial (Price) Evaluation	Price	30%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<https://procurement.southend.gov.uk/southend/portal.nsf/index.htm>

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Contracting authority

Southend-on-Sea City Council

- Public Procurement Organisation Number: PJDT-6566-GZNX

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Region: UKH31 - Southend-on-Sea

Organisation type: Public authority - sub-central government