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Tender

Carers Support Service

London Borough of Barking and Dagenham

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

Notice identifier: 2025/S 000-069845

Procurement identifier (OCID): ocds-h6vhtk-055894 ([view related notices](#))

Published 30 October 2025, 4:04pm

Scope

Description

The Council has a duty under the Care Act 2014 and the Health and Care Act 2022 to provide a service to support carers in their caring role. The service will include but is not limited to information, advice and guidance, training, income maximisation and innovation projects. The service is at the heart of our ambition to help carers thrive in their caring role and beyond.

Total value (estimated)

- £1,960,000 excluding VAT
- £2,353,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 May 2026 to 30 April 2030
- Possible extension to 30 April 2033
- 7 years

Description of possible extension:

Contract shall be extended by a further three (3) years if both parties are in agreement and contract delivery has been satisfactory

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKI52 - Barking & Dagenham and Havering

Participation

Legal and financial capacity conditions of participation

The Authority will use the following to determine Tenderers Economic and Financial Standings and Business Risk Profile

A) Dunn and Bradstreet Report.

Requirements –

"Overall Business Risk" - Rating "Low" or "Low to Medium".

"Failure Score" between "100-51"

Candidates will need to have a 3-year mean average turnover which is equal to or exceeds £460,000

Technical ability conditions of participation

1. Please provide all the following contract details for the Local Authority commissioned carers services your organisation has delivered in the last three years

Name of service 1

Name of Local Authority

Contract start date

Contract end date

Annual value of contract

Contract reference (referee)

Name of service 2

Name of Local Authority

Contract start date

Contract end date

Annual value of contract

Contract reference (referee)

2. Please detail your organisation's experience in delivering tailored information, advice, and guidance services for Carers. The response must reference at least two Local Authority commissioned contracts specific to Carers within the last three years, how the

service was delivered, any innovation developed/implemented, outcomes achieved, and key lessons learnt.

The response must be contained within 750 words.

3. Please give examples of successfully securing additional funding in a carer related service(s). The response must include the outcomes achieved by your organisation, focusing on value and the impact of any funding.

The response must be contained within 250 words.

4. Having a physical base located in Barking and Dagenham, that is accessible through public transport, is important to our carers and fundamental for the delivery of this contract.

Will you have an accessible operating base within Barking and Dagenham with good public transport links at the start date of the contract to deliver the specified service?

5. Please attach all the following policies and procedures, ensuring they have been reviewed within the least three years:

- Your Business Continuity and Recovery Plan (BCP)
- Your safeguarding policy
- Your complaints procedure
- Your code of conduct
- Your whistleblowing procedure

6. Please confirm that you have in place, or that you will have in place by the award of the contract, the human and technical resources to perform the contract to ensure compliance with the UK General Data Protection Regulation and to ensure the protection of the rights of data subjects.

Please provide details of the technical facilities and measures (including systems and processes) you have in place, or will have in place by contract award, to ensure compliance with UK data protection law and to ensure the protection of the rights of data subjects. Your response should include, but should not be limited to facilities and measures:

? to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services

- ? to comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data
- ? to ensure that any consent based processing meets standards of active, informed consent, and that such consents are recorded and auditable
- ? to ensure legal safeguards are in place to legitimise transfers of personal data outside the UK (if such transfers will take place)
- ? to maintain records of personal data processing activities

to regularly test, assess and evaluate the effectiveness of the above measures

Particular suitability

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

Submission

Enquiry deadline

21 November 2025, 12:00pm

Tender submission deadline

5 December 2025, 12:00pm

Submission address and any special instructions

<https://lbbd.bravosolution.co.uk/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 February 2026

Award criteria

| Name | Description | Type | Weighting |
|------------------------------------|---|---------|-----------|
| Method statement/Quality questions | Responses to Method statement/Quality questions | Quality | 50% |
| Pricing schedule | Total cost of service provided by completing a pricing spreadsheet | Cost | 35% |
| Social Value | Responses to Social value questions | Quality | 10% |
| Interview/Presentation | The top 3 scoring bidders (after Method statements, Social value and Pricing have been evaluated) will be invited to an interview/presentation involving service users. | Quality | 5% |

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

London Borough of Barking and Dagenham

- Public Procurement Organisation Number: PPYP-9821-RZGJ

Town Hall

Barking

IG11 7LU

United Kingdom

Email: Procurement@lbbd.gov.uk

Website: <http://www.lbbd.gov.uk>

Region: UKI52 - Barking & Dagenham and Havering

Organisation type: Public authority - sub-central government