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Tender

## **The Provision of Income Maximisation Service for unpaid Carers**

Surrey County Council

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

Notice identifier: 2025/S 000-070014

Procurement identifier (OCID): ocds-h6vhtk-05d7c6 ([view related notices](#))

Published 31 October 2025, 11:12am

### **Scope**

### **Reference**

13306

### **Description**

The financial burden of caring is recognised as a priority for unpaid carers and has been widely reported nationally.

This service aims to:

- Ensure unpaid carers receive the financial support they need to continue their vital role without facing undue financial hardship.
- To improve the customer journey and satisfaction with social care interventions and support.

The Income Maximisation service will support Carers to identify and access the financial support they are entitled to. By guiding Carers to the financial resources and entitlements available to them, the service will play a crucial role in reducing financial stress for the whole family and enhancing carer economic well-being.

The service will provide a well-defined support 'offer', tailored to accommodate the diverse needs of Carers by adapting how advice is delivered. We expect that various methods will be available for Carers to access support, including online solutions to reach more Carers where applicable.

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

- £360,000 including VAT

Below the relevant threshold

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

- 12 January 2026 to 11 January 2027
- Possible extension to 11 January 2028
- 2 years

Description of possible extension:

Contract extension of one 12 month period if required.

### **Main procurement category**

Services

### **CPV classifications**

- 85000000 - Health and social work services

## **Contract locations**

- UKJ2 - Surrey, East and West Sussex

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## **Participation**

### **Particular suitability**

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

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## **Submission**

### **Enquiry deadline**

27 November 2025, 12:00pm

### **Tender submission deadline**

1 December 2025, 12:00pm

### **Submission address and any special instructions**

<https://supplierlive.proactisp2p.com/Account/Login?cid=surreycc#>

## **Tenders may be submitted electronically**

Yes

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## **Award criteria**

Bidders who successfully gain a pass in all Procurement specific questionnaire questions and other pass/fail elements will then have their submission assessed for quality and cost against the award criteria.

Quality Questionnaire = 80% weighting

Carers actively supported per annum = 20% weighting

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## **Procedure**

### **Procedure type**

Below threshold - open competition

### **Special regime**

Light touch

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## **Contracting authority**

## **Surrey County Council**

- Public Procurement Organisation Number: PWRH-8974-TNBV

Woodhatch Place, 11 Cockshot Hill

Reigate

RH2 8EF

United Kingdom

Contact name: Andrew Clarke

Email: [andrew.clarke@surreycc.gov.uk](mailto:andrew.clarke@surreycc.gov.uk)

Region: UKJ26 - East Surrey

Organisation type: Public authority - sub-central government