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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

Participation

Particular suitability

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

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

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

Procedure

Procedure type

Below threshold - open competition

Special regime

Light touch

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

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Region: UKJ26 - East Surrey

Organisation type: Public authority - sub-central government