This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/070631-2025">https://www.find-tender.service.gov.uk/Notice/070631-2025</a>

Award

## **Kent Carers Support Service**

Kent County Council

UK6: Contract award notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-070631

Procurement identifier (OCID): ocds-h6vhtk-04fe04 (view related notices)

Published 3 November 2025, 5:46pm

### Scope

#### Reference

CN250345

### **Description**

Kent County Council are seeking to re-procure a Kent Carers Support Service which is aimed at supporting unpaid carers within the county.

This new service will replace two current services;

The Carers Community Navigation Service and Carers Short Breaks service.

Key Areas of Service Delivery: Building from the Kent Adult Carers Strategy the following key areas of service delivery have been identified for the Kent Carers Support Service:

- i) Identifying and Recognising Carers, including Seldom-Heard Carers
- ii) Empowering Carers: information, advice and training in ways that they can understand

- iii) Prevention and Wellbeing especially for lifestyle risk factors, mental health and information and advice
- iv) Support for Young Carers' Transition to Adulthood
- v) Carers Assessment
- vi) Carers Breaks
- vii) Emergency Breaks
- viii) Carers Personal Budgets

## Lot 2. Kent Carers Support Service - West Kent

## **Description**

Kent Carers Support Service to be delivered in the following geographical areas: Dartford, Gravesham, Swanley, Sevenoaks, Maidstone, Sevenoaks, Tonbridge and Malling, Tunbridge Wells and Swale.

## Contract 1. Kent Carers Support Service: Lot 2 - West Kent

#### Lots

### Lot 2. Kent Carers Support Service - West Kent

## **Supplier**

• Imago Community

#### **Contract value**

- £18,530,235.08 excluding VAT
- £22,236,282.11 including VAT

Above the relevant threshold

#### Award decision date

31 October 2025

#### Date assessment summaries were sent to tenderers

3 November 2025

## Standstill period

- End: 12 November 2025
- 8 working days

## Earliest date the contract will be signed

28 November 2025

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

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2033
- 7 years

Description of possible extension:

Kent County Council has included 2x24month extension periods which may be executed at the council's discretion.

### Main procurement category

Services

#### **CPV** classifications

- 85100000 Health services
- 85300000 Social work and related services

#### **Contract locations**

• UKJ4 - Kent

### Information about tenders

## Lot 2. Kent Carers Support Service - West Kent

- 3 tenders received
- 3 tenders assessed in the final stage:
  - 3 submitted by small and medium-sized enterprises (SME)
  - 3 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 2 suppliers unsuccessful (details included for contracts over £5 million)

### **Unsuccessful suppliers**

- Involve Kent
- Carers First

#### Lots that will not be awarded

### Lot 1. Kent Carers Support Service - East Kent

### **Description**

Kent Carers Support Service to be delivered in the following geographical areas: Ashford, Canterbury, Dover, Thanet, Folkestone and Hythe.

#### **CPV** classifications

• 85000000 - Health and social work services

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Date of decision not to award
3 November 2025
Submission
Submission type
Tenders
Procedure
Procedure type
Competitive flexible procedure
Special regime
Light touch

# **Suppliers**

## **Carers First**

• Companies House: 04144820

Unit 4, Tolgate Lane

Rochester

ME2 4TG

**United Kingdom** 

Region: UKJ41 - Medway

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

### **Imago Community**

• Companies House: 05354482

17-19 MONSON ROAD

**TUNBRIDGE WELLS** 

TN1 1LS

**United Kingdom** 

Email: hello@imago.community

Region: UKJ46 - West Kent

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

## Contract 1. Kent Carers Support Service: Lot 2 - West Kent

#### **Involve Kent**

• Companies House: 03449624

30 Turkey Court Turkey Mill, Ashford Road

Maidstone

**ME14 5PP** 

**United Kingdom** 

Region: UKJ45 - Mid Kent

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

## **Contracting authority**

### **Kent County Council**

• Public Procurement Organisation Number: PLDL-8938-YGYW

County Hall

Maidstone

**ME14 1XQ** 

**United Kingdom** 

Contact name: Nathan Sills

Email: <u>CPD-Peopleteam@Kent.Gov.UK</u>

Website: <a href="https://www.kent.gov.uk/">https://www.kent.gov.uk/</a>

Region: UKJ45 - Mid Kent

Organisation type: Public authority - sub-central government