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Award

Havering Support Services for Unpaid Carers

London Borough of Havering

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-071803

Procurement identifier (OCID): ocids-h6vhtk-0516d1 ([view related notices](#))

Published 6 November 2025, 5:01pm

Scope

Description

The London Borough of Havering is seeking to award a provider for the delivery of support services aimed at providing comprehensive assistance to unpaid carers.

The objective is to empower unpaid carers with the resources and knowledge necessary to manage their caregiving responsibilities effectively, improve their overall health, and enhance their quality of life. This initiative aims to foster communities where unpaid carers are supported through tailored programs that meet their specific needs.

The Council will observe a voluntary standstill period of eight working days from 6th November 2025, ending on 18th November 2025

The contract will commence on 1st February 2026 and subject to satisfactory performance, shall continue until 31st January 2029 ("the contract period") with the option to extend until 31st January 2031

Contract 1. Havering Support Services for Unpaid Carers

Supplier

- Imago Community

Contract value

- £947,337.62 excluding VAT
- £1,136,805.15 including VAT

Above the relevant threshold

Award decision date

6 November 2025

Date assessment summaries were sent to tenderers

6 November 2025

Standstill period

- End: 18 November 2025
- 9 working days

Earliest date the contract will be signed

24 November 2025

Contract dates (estimated)

- 1 February 2026 to 31 January 2029
- Possible extension to 31 January 2031
- 5 years

Description of possible extension:

LBH will have available Extensions - 12 months plus 12 months

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKI52 - Barking & Dagenham and Havering

Information about tenders

- 6 tenders received
- 5 tenders assessed in the final stage:

- 3 submitted by small and medium-sized enterprises (SME)
- 2 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 4 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Special regime

Light touch

Supplier

Imago Community

- Companies House: 05354482

John Spare House, 17-19 Monson Road

Tunbridge Wells, Kent

TN1 1LS

United Kingdom

Email: hello@imago.community

Region: UKJ46 - West Kent

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Havering Support Services for Unpaid Carers

Contracting authority

London Borough of Havering

- Public Procurement Organisation Number: PCZG-5314-HWNM

Havering Town Hall

Romford

RM1 4GR

United Kingdom

Email: Procurement.Support@haverling.gov.uk

Region: UKI52 - Barking & Dagenham and Havering

Organisation type: Public authority - sub-central government

