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Tender

AT1453 Community Carers Support Service

Luton Council

UK4: Tender notice - Procurement Act 2023 - view information about notice types
Notice identifier: 2025/S 000-073614
Procurement identifier (OCID): ocds-h6vhtk-05ac3f (view related notices)
Published 13 November 2025, 3:02pm

Scope

Reference

AT1453 DN793315

Description

Luton Council is commissioning a Community Carer Support Service as parts of its ongoing transformation of adult social care and community wellbeing.

The service will:

• Deliver high-quality information, advice, navigation, and emotional support for unpaid carers aged 18+

• Strengthen early identification and resilience, supporting both physical and mental wellbeing

• Align with the Luton Carers Strategy 2023-2028 and the Luton 2040 Vision

We are seeking experienced, values-driven organisations able to deliver flexible,

inclusive, and outcomes-focused support.

To provide a face to face service for carers within the community.

Total value (estimated)

- £713,215 excluding VAT

- £855,858 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029

- Possible extension to 31 March 2031

- 5 years

Description of possible extension:

24 Month extension if performance is good, specification is met and funding is available.

Options

The right to additional purchases while the contract is valid.

Any services which are directly related to the service specification or to enhance the well-being of the end users may be included within the procurement.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKH21 - Luton

Participation

Legal and financial capacity conditions of participation

See tender documents for further information.

You will be required to have an annual turnover of at least £300,000 to meet the Conditions of Participation.

Acceptance of the Contract Terms and Conditions as provided. (Contract Terms and Conditions will be uploaded to the portal week beginning 17 November 2025.)

Technical ability conditions of participation

Relevant experience by providing up to three contracts of providing services as described in the Specification.

Particular suitability

- Small and medium-sized enterprises (SME)

- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

10 December 2025, 12:00pm

Tender submission deadline

15 December 2025, 12:00pm

Submission address and any special instructions

Tenders to be submitted via the ProContract (Proactis) e-tendering portal at link below;

https://procontract.due-north.com

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

3 February 2026

Recurring procurement

Publication date of next tender notice (estimated): 1 October 2030

Award criteria

Name	Description	Type	Weighting
Quality		Quality	55.00%
Price		Price	25.00%
Social Value	Social Value over and above the Specification.	Quality	20.00%

Other information

Payment terms

See contract. (Please note the contract will be uploaded to the portal week beginning 17 November 2025.)

Description of risks to contract performance

Funding availability.

Needs of the end user.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Documents

Associated tender documents

https://procontract.due-north.com

Tender documents are available on the ProContract (Proactis) e-tendering portal.

Contracting authority

Luton Council

• Public Procurement Organisation Number: PWCV-4283-GVPW

Town Hall

Luton

LU1 2BQ

United Kingdom

Contact name: Caroline Sturman

Email: caroline.sturman@luton.gov.uk

Website: http://www.luton.gov.uk

Region: UKH21 - Luton

Organisation type: Public authority - sub-central government