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Tender

Carers Wellbeing Partnership

Staffordshire County Council

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

Notice identifier: 2025/S 000-080454

Procurement identifier (OCID): ocds-h6vhtk-0557fd ([view related notices](#))

Published 8 December 2025, 10:02am

Changes to notice

This notice has been edited. The [previous version](#) is still available.

There has been a system fault which is preventing some providers from uploading submissions. We have extended the closing date and time from 12:00 on the 8th December 2025 to 12:00 on the 10th December 2025 whilst this is resolved.

Scope

Reference

IA3623

Description

Staffordshire County Council (SCC) is undertaking a reprocurement exercise for their Carers Wellbeing Partnership provision. The purpose of this provision is to appoint a suitable provider to assist the Council and the Integrated Care Board in delivering the seven priority areas of the "All Together for Carers" Strategy 2024- 2029 (Our strategy for carers - Staffordshire County Council), and ensuring an effective early intervention, prevention, and wellbeing support offer for adult, and young carers

Unpaid carers look after or give help and/or support to family members, friends, neighbours or others because they have a long term health condition, ill health, problems relating to age, or a disability. For most Carers the experience of looking after someone is rewarding, however the responsibility for providing care can have a wide-ranging health, wellbeing and educational and economic impact.

During 24/25 the Council supported 572 adult carers and 295 young carers to receive carer assessments. However, it is estimated there are one hundred and forty-eight thousand (148,000) adult carers and one thousand six hundred and ten (1,610) young carers across Staffordshire (Census 2021).

This provision is about developing an excellent knowledge of local communities and working collaboratively through a Carers Wellbeing Partnership to:

- Create and effectively implement a programme of awareness raising and promotional campaigns to reach and engage with unpaid carers. Facilitate and enable carers to have a voice, share feedback, and influence local delivery through co-production projects, co-design, engagement and co-ordination or carers Forums, newsletters, social media, and other communication platforms.
- Create and effectively implement a programme of training, awareness raising, and education in local communities by working with primary care, schools and education providers, businesses, and employers in order to create a carer friendly inclusive community across Staffordshire.
- Working collaboratively with partners to develop an efficient, needs led, and innovative programme of preventative support including; training and education, emergency and contingency planning, emotional wellbeing, financial and benefits advice, advocacy, carer breaks, young carer transport, peer support and mentoring, befriending.
- Using an Asset Based Community Development approach to grow assets within the

community, incorporating a Grants funding scheme to support the mobilisations of carers, communities, and organisations to develop a strong network of local support.

Through co-production with individuals, communities and partners, the Provider shall ensure:

- Carers are provided with appropriate up-to-date information, advice and guidance.
- Carers are actively identified and supported through awareness

raising activities and the education of communities.

- Carers physical and emotional wellbeing is enhanced through the provision of preventive support.

- Carers are enabled to have a life alongside their caring responsibilities.

- Access to timely support which meets individual carers needs.

- Carers are supported to plan for the future.

- Carers feel recognised and valued as experts in care.

- Strengthen and build resilient carer friendly communities which prevent, reduce and delay dependency on health and social care services.

- Children and young people with caring responsibilities have the support they need to learn, develop, thrive and enjoy positive childhoods

The Provider will support all strategies and appropriate initiatives from Staffordshire County Council. In particular the following are specifically highlighted:

- the Council's Digital Strategy (Appendix-1-Staffordshire-County-Council-Digital-Innovation-Strategy-Final-Draft.pdf)
- the Staffordshire and Stoke on Trent Sustainable Transformation Partnership (STP) Digital Programme <https://www.twbstaffsandstoke.org.uk/about-us/our-work/digital> which promotes digital literacy, encouraging and assisting people in their use of digital and assistive technology.

- Safeguarding (Protecting adults from abuse - Staffordshire County Council)
- Data Protection (Contact - Data Protection - Staffordshire County Council)
- Quality Assurance (Quality Assurance Overview - Staffordshire County Council)

Total value (estimated)

- £1,961,123 excluding VAT
- £2,353,348 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2029
- 3 years

Description of possible extension:

The contract will commence on 1st April 2026 and, subject to earlier termination in accordance with its terms, will continue until midnight on 31st March 2028. At the Authority's entire discretion, the term may be extended by 12 months until the 31st March 2029 on the same terms for such period in accordance with the condition set out in the contract.

Options

The right to additional purchases while the contract is valid.

The right to additional purchases while the contract is valid.

At the Authority's entire discretion, the term may be extended by 12 months to the 31st March 2029 on the same terms for such period in accordance with the contract.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKG24 - Staffordshire CC

Participation

Legal and financial capacity conditions of participation

For Participation, please refer to Part 3 Condition of Participation within the IA3623 Invitation to Tender (ITT) Procurement Specific Questionnaire.

Technical ability conditions of participation

For Participation, please refer to Part 3 Condition of Participation within the IA3623 Invitation to Tender (ITT) Procurement Specific Questionnaire.

Particular suitability

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

Submission

Enquiry deadline

1 December 2025, 11:59pm

Tender submission deadline

10 December 2025, 12:00pm

Submission address and any special instructions

Suppliers should register on the Councils' eProcurement system, Proactis:

<https://supplierlive.proactisp2p.com/Account/Login>

Suppliers will need to log in and select "Opportunities" then enter the tender reference "IA3623" in the box and select "Search". All tender documents will be found in the request document section.

Please note the specific clauses within the Terms and Conditions with regards to further information on the Local Government Re-Organisation.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

13 January 2026

Award criteria

Name	Description	Type	Weighting
Quality	Quality will be weighted as set out in the documents (i) IA3623 - ITT Procurement Pack and (ii) IA3623 - Procurement Specific Questionnaire.	Quality	70%
Price	Price will be weighted as set out in the document IA3623 - Pricing Matrix.	Price	30%

Other information

Payment terms

Please see the document IA3623 High Value Above Threshold Competed Model Terms.

Upon expiry of the Agreement the Authority shall consider Schedule 5 Direct Award Justifications, Additional or repeat goods, services or works Section 8 where is it the authorities intention to carry out a subsequent procurement of similar services in reliance

of this direct award justification.

Description of risks to contract performance

Risk: Legislation and Registration.

Modification: Changes in Legislation or Registration requirements are detailed within the Contract & Specification.

Risk: Cost, Budget and Contractual requirements

Modification: the Contract has a Change in Law clause and appropriate modifications are permissible under the Procurement Act.

Risk: Budget reduction

Modification: Contract terms allow for termination due to funding removal or modification due to budget reduction. Pricing schedules in the contract would need to be updated.

Risk: Fixed Budgets Constraints

Modification: The Provider & Council will meet through Contract Review Meetings (CRM) to flag any capacity pressures that may need addressing through the relevant clauses & schedules within the contract.

Risk: Provider failure

Modification: Clauses within the contract to serve notice & terminate.

Risk: Increase in demand for the services.

Modification: The contract allows for modifications. The Council will comply with the modification grounds within the PA.

Risk: Local Government Re-organisation

Modification: If any legislative changes result in a significant impact upon referral numbers & subsequent service capacity pressures, the Council will meet with the Provider to jointly agree any mitigating action and/or possible resolutions through the relevant clauses within the contract.

Risk: IT systems and development

Modification: The Provider will complete an updated Third-Party Security Questionnaire. Modifications will be captured through the relevant clauses & schedules within the contract.

Risk: Resource Availability

Modification: the Provider will have the opportunity through regular meetings to notify the Council of any such capacity pressures & work with the Council to find a solution. The contract allows for appropriate modifications in compliance with the procurement act.

Risk: Value for Money

Modification: The Council will have regular meetings with the Provider to ensure continuous monitoring of service outcomes; Modifications will be captured through the relevant clauses & schedules within the contract.

Risk: Implementation/mobilisation

Modification: There will be a mobilisation period supported by a mobilisation plan. Exit meeting(s) will take place . The Contract allows modification to the commencement & end date for all contracts.

Risk: Engagement

Modification: The Council will develop relationships through regular meetings & support facilitation of innovative means of engagement. Appropriate modifications can be made through the relevant clauses and schedules within the contract.

Risk: Accessibility

Modification: The Council will have regular meetings with the Provider to ensure the Service can evidence it is targeting those hard to reach & reducing barriers for Individuals. The tender documents will address providers service delivery model and accessibility. Appropriate modifications can be made through the relevant clauses and schedules within the contract.

Risk: Training

Modification: The Specification outlines expectations around the levels of qualifications & the timescales to achieve them. It gives an opportunity for providers to develop none qualified advocacy staff and/or volunteers to supplement (where appropriate) qualified advocates. The Council will maintain compliance of this through regular meetings.

Required modifications can be made through the relevant clauses & schedules within the contract.

Risk: Credentials/Experience

Modification: The tender process will assess and request bidders to evidence their ability to meet the Specification . Tender submissions will be evaluated on Price and Quality. The Council will monitor performance through regular meetings. Modifications can be made through the relevant clauses and schedules within the contract.

Risk: Quality

Modification required: The Council will have regular contract meetings to review KPI's and establish a mutual quality framework to measure the quality of Service. Modifications can be made through the relevant clauses & schedules within the contract.

Risk: Operational

Modification: The contract has clear escalation processes, regular meetings will take place and the Specification supports continuous improvement. Providers will submit their Business Continuity Plan within their tender submission.

Risk: External Factors

Modification: The Provider will have a business continuity plan in place. The Council will have regular meetings, good lines of communication and provider relationship management to facilitate discussions with regards to mitigating actions and/or possible resolutions. Required modifications can be made through the relevant clauses & schedules within the contract.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

Staffordshire County Council

- Public Procurement Organisation Number: PZDG-2995-QQMD

1 Staffordshire Place, Tipping Street,

Stafford

ST16 2DH

United Kingdom

Contact name: Steven McLuckie

Email: steven.mcluckie@staffordshire.gov.uk

Website: <https://www.staffordshire.gov.uk>

Region: UKG24 - Staffordshire CC

Organisation type: Public authority - sub-central government