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Award

Adult Unpaid Carer Support Services

Bedford Borough Council

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

Notice identifier: 2025/S 000-082650

Procurement identifier (OCID): ocds-h6vhtk-054f63 ([view related notices](#))

Published 12 December 2025, 4:30pm

Scope

Reference

BBC AD 03899

Description

The overarching purpose of the provision of Carers' Support Services is to ensure that adult carers who are caring for a family member, friend or neighbour who is ordinarily resident in Bedford Borough & Central Bedfordshire (excluding Luton), are supported to maintain:

- A positive sense of their own health and wellbeing
- Themselves in their caring role, in a way that is safe for them.

The Provision of Support Services is for Adult Carers (including Parent Carers caring for people over the age of 18 years old & Parent Carers of children with disabilities under the age of 18.

The Provision of Support Services is for Adult Carers including:

- Parent Carers caring for people over the age of 24 years old in Bedford Borough
- All Parent Carers in Central Bedfordshire

This service will provide an early response team to triage carer needs, a higher level support offer for carers assessed as being at level 2 or 3 and Information, Advice & Guidance to level 1 carers who are digitally excluded. The service is expected to work in partnership with other local carers services to ensure carers are able to move seamlessly through and between services and so they do not need to tell their story more than once.

The contract will be for three (3) years with an option to extend for two (2) years in 12-month-installments.

Contract 1. Adult Unpaid Carers Support Services

Supplier

- [Disability Direct](#)

Contract value

- £1,957,720.19 excluding VAT
- £2,349,265.19 including VAT

Above the relevant threshold

Award decision date

12 December 2025

Date assessment summaries were sent to tenderers

12 December 2025

Standstill period

- End: 23 December 2025
- 8 working days

Earliest date the contract will be signed

5 January 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

Two (2) years in 12-month- instalments

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services
-

Information about tenders

- 6 tenders received
 - 5 tenders assessed in the final stage:
 - 2 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

Disability Direct

- Companies House: 03891119

The Richard Shaw Centre 20 Royal Scot Road

Derby

DE24 8AJ

United Kingdom

Email: accounts@disabilitydirect.com

Region: UKF11 - Derby

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Adult Unpaid Carers Support Services

Contracting authority

Bedford Borough Council

- Public Procurement Organisation Number: PLCV-4616-VTHL

Borough Hall, Cauldwell Street

Bedford

MK42 9AP

United Kingdom

Contact name: Peggy Saroch

Email: peggy.saroch@bedford.gov.uk

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

Region: UKH24 - Bedford

Organisation type: Public authority - sub-central government