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Tender

All Age Advocacy Services

Milton Keynes City Council

F02: Contract notice

Notice identifier: 2025/S 000-001527

Procurement identifier (OCID): ocds-h6vhtk-04d0a5

Published 16 January 2025, 2:52pm

The closing date and time has been changed to:

14 March 2025, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Milton Keynes City Council

Civic Office, 1 Saxon Gate East

Milton Keynes

MK9 3EJ

Email

corporateprocurement@milton-keynes.gov.uk

Country

United Kingdom

NUTS code

UKJ12 - Milton Keynes

Internet address(es)

Main address

<https://in-tendhost.co.uk/milton-keynes>

Buyer's address

<https://www.milton-keynes.gov.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/milton-keynes/aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

All Age Advocacy Services

Reference number

2024-145

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Milton Keynes City Council are currently out to tender for the provision of All Age Advocacy Services. Advocacy services provide support which enables an individual, usually a vulnerable person, to understand and communicate their choice or express their views on issues and participate in making decisions which affect them. The procurement will be split into 3 separate lots:- Lot 1 – Advocacy Services for Children- Lot 2 – Advocacy Services for Adults- Lot 3 – Both Lot 1 and Lot 2 Combined. Bidders may bid for any one or two or all three lots. This procurement is being run via Open FTS under the Light Regime. The Council proposes to enter into a contract that will be for an initial term of 3 years with an option for the Council to extend for 2 years with the successful tenderer (Service Provider).

II.1.5) Estimated total value

Value excluding VAT: £2,050,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Advocacy Services for Children

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85310000 - Social work services
- 85312000 - Social work services without accommodation
- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKJ12 - Milton Keynes

II.2.4) Description of the procurement

Advocacy services provide the support which enables an individual, usually a vulnerable person, to understand and communicate their choice or express their views on issues and participate in making decisions which affect them. Under the Children Act 1989, Care Act 2014 and National Health Service Act 2006, Milton Keynes has a statutory duty to ensure that some form of independently led support is available for cohorts of children, young people and Care experienced young people aged 18-25 years old. The Provider will be required to work jointly with Milton Keynes City Council in the delivery of the support provided to eligible service users across Milton Keynes. This will include ensuring that the support is accessible and meets the young person's needs. Milton Keynes' aim is for all children and young people to have access to appropriate support and representation to ensure their rights are protected and their wishes and feelings are listened to and taken into account. To support this aim, Milton Keynes has a requirement for the provision of independent advocacy services for children and young people. Services are expected to be delivered in line with the National Standards for The Provision of Children's Advocacy and will include:

- Independent Visiting Service for children and young people in care
- Independent Social Care Advocacy for children and young people who make a complaint /are intending to make a representation or complaint about a service
- Independent Return Home Conversations following missing episode(s) for children and young people in care
- Child Protection Advocacy Service

The overarching service objectives of this service are:

- For the Local Authority to meet their statutory obligations in relation to advocacy,

independent visiting, and independent return from home conversations. • For suitable support to be provided within appropriate statutory timescales to ensure the child's voice, their welfare, safety, wishes, and feelings are represented • Ensure that the rights of children and young people are effectively communicated • Advocacy services contribute effectively to high quality care planning and support for children and young people who are eligible for an advocacy service • IV services enable children and young people to feel supported and reduce risk of isolation • Ensure that all children and young people who go missing are offered a return home conversation and that return conversations are completed in accordance with local protocols and statutory guidance • Return conversation services contribute to reduction in missing episodes and to strategic planning around missing children • Empower children and young people to identify coping strategies to keep them safe in all circumstances. The overarching objectives for children and young people are: • To guarantee that children are first, and their voice is at the centre of all key decisions in their lives, prioritising their best interests while focusing on their individual needs, rights and potential, and ensuring all work is trauma informed in line with the Child first approach. To empower them to understand their rights, statutory processes and when/how they can challenge decisions made about their lives • Improved social skills - i.e. building and sustaining relationships, positive self-identity, and esteem • Improved communication skills and effective relationships with trusted adults • To ensure that children are safeguarded and have independent avenues to be able to express worries, concerns, and challenges.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £750,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

A provision to extend for a period of a further 24 months

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Advocacy Services for Adults

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85310000 - Social work services
- 85312000 - Social work services without accommodation
- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKJ12 - Milton Keynes

II.2.4) Description of the procurement

The Adults Advocacy Service will deliver statutory advocacy services, ensuring that the right support is provided at the right time, in the right place, to each individual using the full range of advocacy provision. The Council has a statutory duty under the Care Act 2014 to ensure that some form of independently led support is available for adults. Advocacy Services include:

- Independent Mental Capacity Advocacy Service including Deprivation of Liberty Safeguards (IMCA & IMCA DoLS)
- Relevant Person's Paid

Representative Service (RPPR)• Rule 1.2 (Court of Protection DoLS)• Independent Mental Health Advocacy Service (IMHA) – within hospital, secure hospital and community if under a Community Treatment Order (CTO)• NHS Independent Complaints Advocacy Service• Independent Care Act Advocacy Service (ICAA)The Provider will deliver specialist IMCA and IMCA DoLS, Relevant Person's Paid Representative (RPPR) and Rule 1.2 services to those eligible under the Mental Health Act 2005 (Independent Mental Capacity Advocates) (General) Regulations 2006, the Mental Capacity Act 2005 (Independent Mental Capacity Advocates) (Expansion of Role) Regulations 2006: and Deprivation of Liberty Safeguards. The Mental Capacity Act 2005 makes it a legal requirement for people who lack mental capacity for certain decisions to have access to an independent advocate when there are no known relatives, or close friends appropriate to consult on their behalf. IMCA/IMCA DoLS services in Milton Keynes form an integral part of overall services provided to those who lack capacity and who are without an appropriate relative or friend to consult with. The Provider is required to deliver the following:

- A fully accessible range of adult advocacy services that deliver consistent high-quality advocacy support to individuals no matter what type of advocacy they are being referred for.
- Support that increases independence or recovery and promotes choice and control.
- A service that reflects the principles, expert practice and quality standards as recommended by the Advocacy Charter and Code of Practice. <Code-of-Practice-1.pdf> (qualityadvocacy.org.uk)
- A service that is physically accessible to all users, and where possible with an accessible office base.
- A service that is flexibly delivered to ensure accessibility, which may include advocates visiting people in their home, if they are unable to access the service at an office.
- A service that is delivered locally to where people reside as far as possible.
- Evidence based outcomes which demonstrate the positive impact of the advocacy service received by the individual.
- Co-productive approaches and engagement activities to include the involvement of staff, carers, and individuals in the delivery of outcomes and service design.
- Appropriate tools that capture outcomes for individuals and their progress. This may mean more than one tool to cover different needs of the people accessing the adult advocacy services.
- The Provider will be expected to report the number of referrals and issues based advocacy referrals have been received on a quarterly basis in arrears.
- The Provider will be expected to report the number of referrals and issues received that have been carried over to the next quarter, on a quarterly basis in arrears
- The Provider will be expected to report the number of referrals and issues based advocacy referrals declined, on a quarterly basis in arrears and the reason why the referral was declined.
- The Provider will also be expected to report the number of referrals and issues, received within each advocacy field on a quarterly basis, in arrears.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £1,300,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

A provision to extend for a further period of 24 months

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 3 – Both Lot 1 and Lot 2 Combined - Advocacy Services for Children and Adults

Lot No

3

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85310000 - Social work services
- 85312000 - Social work services without accommodation

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKJ12 - Milton Keynes

II.2.4) Description of the procurement

This Lot is for both Lots 1 and 2 Combined so Advocacy Services for Children and Advocacy Services for Adults. If bidding for all 3 lots, please complete bid and quality questions for both Lots and upload your pricing schedule for Lot 3. The Council would expect to see an efficiency saving if you are bidding for Lot 3. The Council's Plan sets out how Milton Keynes will deliver its strategy for 2050, seeking to ensure that everyone in Milton Keynes can live happy and healthy lives. A key objective of this vision is to promote a thriving, inclusive and sustainable city to support and promote strong communities so that people live their lives as successfully, independently, and safely as possible.

Advocacy services provide support which enables an individual, usually a vulnerable person, to understand and communicate their choice or express their views on issues and participate in making decisions which affect them.

Lot 1 – Advocacy Services for Children
Milton Keynes' aim is for all children and young people to have access to appropriate support and representation to ensure their rights are protected and their wishes and feelings are listened to and taken into account. To support this aim, Milton Keynes has a requirement for the provision of independent advocacy services for children and young people. Services are expected to be delivered in line with the National Standards for The Provision of Children's Advocacy and will include:

- Independent Visiting Service for children and young people in care
- Independent Social Care Advocacy for children and young people who make a complaint /are intending to make a representation or complaint about a service
- Independent Return Home Conversations following missing episode(s) for children and young people in care
- Child Protection Advocacy Service

Lot 2 – Advocacy Services for Adults
The Council has a statutory duty under the Care Act 2014 to ensure that some form of independently led support is available for adults. Advocacy Services include:

- Independent Mental Capacity Advocacy Service including Deprivation of Liberty Safeguards (IMCA & IMCA DoLS)
- Relevant Person's Paid Representative Service (RPPR)
- Rule 1.2 (Court of Protection DoLS)
- Independent Mental Health Advocacy Service (IMHA) – within hospital, secure hospital and community if under a Community Treatment Order (CTO)
- NHS Independent Complaints Advocacy Service
- Independent Care Act Advocacy Service (ICAA)

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £2,050,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

A provision to extend for a further period of 24 months

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As stated in the procurement documents

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

17 February 2025

Local time

12:00pm

Changed to:

Date

14 March 2025

Local time

12:00pm

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

17 February 2025

Local time

12:00pm

Place

Milton Keynes City Council - Remote Opening via In-Tend

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2030

VI.2) Information about electronic workflows

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

High Court Royal Court of Justice

London

WC24 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Council will incorporate a minimum 10 calendar day standstill period at the point information on the award of the Contract is communicated to tenderers. Applicants who are unsuccessful shall be informed by the Contracting Authority as soon as possible after the decision has been made as to the reasons why the Applicant was unsuccessful. Applicants may seek further clarification from the Contracting Authority following receipt of this information and the Contracting Authority will provide further clarification as appropriate. If any clarification regarding the award of the Contract has not been successfully resolved, an Applicant can consider its option under the Public Contracts Regulations 2015. Applicants would need to obtain their own legal advice.