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Contract

## **Dynamic Support Register Keyworker Service**

NHS Mid and South Essex Integrated Care Board  
NHS Herts and West Essex Integrated Care Board  
NHS Suffolk and North East Essex Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-001821

Procurement identifier (OCID): ocids-h6vhtk-04acbe

Published 20 January 2025, 10:20am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS Mid and South Essex Integrated Care Board

Unit 10 Phoenix Court, Christopher Martin Road

Basildon

SS14 3HG

#### **Contact**

Amy Jayne Alexandra Wilson

#### **Email**

[amy.wilson@attain.co.uk](mailto:amy.wilson@attain.co.uk)

#### **Country**

United Kingdom

**Region code**

UKH3 - Essex

**Internet address(es)**

Main address

<https://www.midandsouthessex.ics.nhs.uk/>

**I.1) Name and addresses**

NHS Herts and West Essex Integrated Care Board

Charter House Parkway Welwyn Garden City

Hertfordshire

AL8 6JL

**Email**

[amy.wilson@attain.co.uk](mailto:amy.wilson@attain.co.uk)

**Country**

United Kingdom

**Region code**

UKH35 - West Essex

**Internet address(es)**

Main address

<https://hertsandwestessex.icb.nhs.uk/>

**I.1) Name and addresses**

NHS Suffolk and North East Essex Integrated Care Board

Aspen House Stephenson Road Severalls Business Park

Colchester

CO4 9QR

**Email**

[amy.wilson@attain.co.uk](mailto:amy.wilson@attain.co.uk)

**Country**

United Kingdom

**Region code**

UKH3 - Essex

**Internet address(es)**

Main address

<https://suffolkandnortheastessex.icb.nhs.uk/>

**I.2) Information about joint procurement**

The contract involves joint procurement

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Dynamic Support Register Keyworker Service

Reference number

ACE-0771-2024-MSE

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Hereafter all references to the Authority incorporates: NHS Mid and South Essex Integrated Care Board (ICB), NHS Suffolk and North East Essex ICB and NHS Hertfordshire and West Essex ICB.

The Authority has awarded a contract for the Provision of a Pan Essex Dynamic Support Register Keyworker (non-clinical) Service (the Service) to HCRG Care Services Ltd, using an open procedure under the Public Contract Regulations 2015.

The Contract will be for a term of 36 months from 1st April 2025 until 31st March 2028. The Authority provided for a potential extension of up to 24 months until 31st March 2030 to future proof this contract, but this is in no way guaranteed, and activation of such extension will be at the sole discretion of the Authority based on fundamental principles laid out in the Tender Documents, as well as the performance of the provider and results of any service evaluations undertaken.

The Contract to be entered into by the Authority and the HCRG Care Services Ltd will be based on the NHS Terms and Conditions for the Provision of Services 2024/25 (version dated August 2022) and all subsequent variations thereof.

The aggregate value of the contract over the term (including extensions) as advertised in Find a Tender Service is £4,715,395 excluding VAT. The Contract Value for the three-year term, which acted as an affordability envelope for the purposes of bidding, is £2,829,147.

### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £4,715,395

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 48180000 - Medical software package
- 48190000 - Educational software package
- 85000000 - Health and social work services
- 85140000 - Miscellaneous health services
- 85323000 - Community health services

### **II.2.3) Place of performance**

NUTS codes

- UKH3 - Essex

Main site or place of performance

Essex, including: North East Essex, West Essex, Mid Essex, Basildon & Brentwood, Thurrock, Southend-on-Sea and Castle Point and Rochford

### **II.2.4) Description of the procurement**

The Authority undertook an open tender to identify a suitably qualified and experienced and technically and professionally capable provider to deliver the Service for Children & Young People (CYP) with learning disabilities and/or autism (LD/A) up to the age of 25, within Southend, Essex & Thurrock (SET). Locally, SET have too many CYP with LD/A admitted to Tier 4 hospital settings according to national targets. Embedding the DSR Keyworker Service aims to reduce these admissions for those up to the age of 25 where avoidable and help to maintain and support the CYP's placement within the community.

The Authority has appointed a single Preferred Bidder to manage all aspects of the Service. As such, a Lotting Strategy was deemed inappropriate and not used, as it risked creation of unnecessary fragmentation and complexity. Accordingly, the service has been offered as a single contract awarded to a single Preferred Bidder (HCRG Care Services

Ltd).

The team that facilitated this procurement was the LD/Autism Health Equalities Team (LD/A HET), hosted by Essex County Council, which works across the Transforming Care Partnership between the three Integrated Care Boards (ICB), which are named as Contracting Authorities in the Contract Notice, and the three Local Authorities. These are Essex County Council (ECC), Southend-on-Sea Unitary Authority and Thurrock Unitary Authority. The programme is delivered by all partners within the TCP, but the Service Development Funding (SDF) for this Service comes from NHSE directly to the ICB's. The partnership and funding flows are thereafter governed / mechanised under a Section 75 Agreement between partners, meaning the funding sits within ECC budgets purely as it hosts the LD/A HET team, to enable the team to deliver the programme of work. The Authority took the decision to name the ICBs in the Contract Notice as the Commissioners, as the proposed Contract will be managed by ICB Contract Manager(s) and Commissioners. However, the successful bidder is required to invoice ECC to enable the necessary payment mechanisms to be implemented because of where the funding is sitting/managed. The Local Authorities are not proposed to be party to the Contract.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

#### **II.2.11) Information about options**

Options: Yes

Description of options

The Authority is providing for a potential extension of up to 24 months until 31st March 2030 to future proof this contract, but this is in no way guaranteed, and activation of such extension will be at the sole discretion of the Authority based on fundamental principles laid out in the Tender Documents, as well as the performance of the provider and results of any service evaluations undertaken.

#### **II.2.13) Information about European Union Funds**

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

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## **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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-033346](#)

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## **Section V. Award of contract**

### **Title**

Dynamic Support Register Keyworker Service

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

6 January 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

HCRG Care Services Ltd

The Heath Business and Technical Park, Runcorn

Cheshire

WA7 4QX

Country

United Kingdom

NUTS code

- UKI - London

National registration number

07557877

Internet address

[www.hcrgcaregroup.com](http://www.hcrgcaregroup.com)

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Lowest offer: £2,829,147 / Highest offer: £4,715,395 taken into consideration

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## **Section VI. Complementary information**

### **VI.3) Additional information**

The Services within this procurement fall within Section 7 of the Public Contract Regulations 2015 (the "Regulations"). Neither the inclusion of the Bidder at Qualification Stage nor the use of the terms Process Overview, Selection Questionnaire, or Invitation to Tender nor any other indication shall be taken to mean that the Authority intends to hold themselves bound by any of the Regulations save those applicable to Public Contracts for social and other specific services listed in Schedule 3 of the Regulations (the "Light Touch" Regime).

The Authority may wish to expand the Dynamic Support Register Keyworker Services during the lifetime of the contract ("Contract modification(s)"). To this end, Bidders were made aware that after the award of contract, there was a possibility that the successful Bidder may be offered a variation(s) to the contract in accordance with Regulation 72 (1) (a) of the Public Contracts Regulations 2015 (as amended The Public Procurement (Amendment etc.) (EU Exit) Regulations 2020), in the following potential circumstances and or situations where necessary;

- a) Appropriate alignment of the Service / Contract with the planned expansion of the DSR function for the SET TCP.
- b) As a result of learning from dependent contracts commissioned to support autistic CYP, those with a learning disability (or both) such as the All Age Autism Outreach Service.
- c) where additional funding becomes available to the Authority for delivery of service requirements that are similar and or complementary to the Keyworker Services already included in the Specification, at any given time, and do not modify the overall nature of the contract and or for delivery of the Keyworker Service over a longer duration in order to support sustainability of the Service and thorough evaluation of its effectiveness across the SET TCP. Such expansion would be by the addition of services commissioned by the Authority, where the Business Case provides objective evidence that contract variation is the most appropriate course of action, taking account of one or more of the following considerations; service safety, financial and economic impact, innovation, patient and public acceptability, impact on health inequalities, strategic alignment with National/Regional/Local strategic priorities, ability to improve multiple pathways, positive contribution to improved supply / improving service responsiveness, patient experience and health economy impact.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court of Justice of England and Wales

The Strand

London

WC2A 2LL

Country

United Kingdom

**VI.4.4) Service from which information about the review procedure may be obtained**

NHS Mid and South Essex Integrated Care Board

Unit 10 Phoenix Court, Christopher Martin Road

Basildon

SS14 3HG

Email

[amy.wilson@attain.co.uk](mailto:amy.wilson@attain.co.uk)

Country

United Kingdom