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Tender

Special Education Needs and Disability Information Advice and Support Service (SENDIASS)

Warwickshire County Council

NHS Coventry and Warwickshire Integrated Care Board (ICB)

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2023/S 000-005248

Procurement identifier (OCID): ocds-h6vhtk-03a75e

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Section I: Contracting authority

I.1) Name and addresses

Warwickshire County Council

Shire Hall, Market Square

WARWICK

CV344RL

Contact

Manjit Nagra

Email

manjitnagra@warwickshire.gov.uk

Telephone

+44 1926412026

Country

United Kingdom

Region code

UKG13 - Warwickshire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.warwickshire.gov.uk

Buyer's address

www.warwickshire.gov.uk/procurement

I.1) Name and addresses

NHS Coventry and Warwickshire Integrated Care Board (ICB)

Westgate House Market Street

Warwick

CV34 4DE

Email

marie.west5@nhs.net

Country

United Kingdom

Region code

UKG13 - Warwickshire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.happyhealthylives.uk/integrated-care-board

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

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

www.csw-jets.co.uk

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

Special Education Needs and Disability Information Advice and Support Service (SENDIASS)

Reference number

WCC - 15041

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Warwickshire County Council (WCC), with Coventry & Warwickshire Integrated Care Board (CWICB), is re-tendering the Warwickshire Special Education Needs and Disability Information, Advice and Support Service (SENDIASS).

SENDIASS is a service for children and young people with special education needs and/or disabilities, and their parents or carers. It provides information, advice and support in relation to education, health and care.

II.1.5) Estimated total value

Value excluding VAT: £915,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKG13 - Warwickshire

Main site or place of performance

Generally within the County Council boundaries of Warwickshire County Council and Coventry City Council but also may be outside the boundaries.

II.2.4) Description of the procurement

The service will provide free, accessible, accurate, confidential, timely and impartial information, advice and support on matters relating to education, health and social care to Children and young people up to the age of 25 years with special educational needs and/or disabilities (SEND); their parents/carers and professionals involved in the provision of educational services for children and young people with SEND.

Commissioners expect the service to:

- deliver all requirements as set out in this specification
- meet the National Minimum Standards, developed through the Information, Advice & Support Services (IASS) Network
- be proactive to national, regional and local guidance, policy, strategies and trends; and be guided by evidenced best practice
- work alongside the commissioners and other stakeholders including parents' representatives to ensure the service remains responsive to local needs

Information, advice & support will be provided (and recorded) at four intervention levels as defined through the National Information Advice & Support Services Network:

- Level One: One-off information and advice through phone or email
- Level Two: More detailed and/or personalised support (e.g., to understand or complete documentation or procedures; to communicate with agencies or to access services)
- Level Three: Detailed & continuing assistance with statutory processes (such as Education Health and Care Plan needs assessment; mediation and/or disagreement resolution; exclusion appeals)
- Level Four: Detailed and continuing assistance and guidance through legal processes

including Tribunals; complaints to Ombudsman; Judicial Review or Child Protection disputes

II.2.6) Estimated value

Value excluding VAT: £915,000

II.2.7) Duration of the contract or the framework agreement

Duration in months

60

II.2.14) Additional information

The contract term will be for 3 years however the Council reserves the right to extend the contract by further periods not exceeding 24 months (24 being the maximum available extension period) at the discretion of the Council based on the contract performance of the successful applicant

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

All as detailed in the tender documentation.

The Council will undertake its financial assessment of the tendering organisation (and if considered necessary by the Council, any partners within a consortium bid) based on its own

evaluation of the Tenderers most recent 2 years accounts (or if 2 years accounts are not available, equivalent evidence which confirms financial viability). The assessment of accounts will be supported by an independent credit reference report from Creditsafe where this is available. The Council may also impose a Bond or Performance Guarantee on the successful Tenderer.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

All as detailed in the tender documentation

Section IV. Procedure

IV.2) Administrative information

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

Date

23 March 2023

Local time

10:00am

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

English

Section VI. Complementary information

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

During the course of the contract period the range and scope of these services may be subject to modification and variation to meet the changing needs and requirements of the Council and partners, potential changes in legislation and the changing demands placed on the Council by its customers. These changes may include (but are not limited to): -

- Increases or decreases in funding - this will usually be due to reductions or additions in budget allocations as part of the Council and partners' budget setting processes, It may also

be as a consequence of additional funding streams which were unknown at the time of awarding the contract but which are provided to increase the volume of services delivered.

- Changes in legislation that may for example require the inclusion of new customer groups
- The identification of additional service recipients, not originally captured by the scope of the contract Opportunities offered by emerging/ new technologies
- Ongoing performance monitoring indicating a change required in allocations made for each service element from the overall funding amount

Warwickshire County Council will be using its e-tendering system (CSW-JETS) for the administration of this procurement process. Providers must register with the system (if they haven't previously done so) in order to be able to express an interest in the project and download documents.

The web address for CSW-JETS is

www.csw-jets.co.uk (<https://www.csw-jets.co.uk>).

Registration and use of CSW-JETS is free.

If you are having trouble registering with CSW-JETS please email us at procurement@warwickshire.gov.uk