

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/010971-2024>

Contract

## **Intensive Support and Crisis Intervention Services for Children, Young People and their Families**

Durham County Council

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2024/S 000-010971

Procurement identifier (OCID): ocds-h6vhtk-043604

Published 4 April 2024, 3:02pm

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

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

Durham County Council

County Hall

DURHAM

DH15UQ

#### **Contact**

Donna Iley

#### **Email**

[donna.iley@durham.gov.uk](mailto:donna.iley@durham.gov.uk)

#### **Country**

United Kingdom

**Region code**

UKC14 - Durham CC

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<http://www.durham.gov.uk>

Buyer's address

<http://www.nepo.org>

**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**

Intensive Support and Crisis Intervention Services for Children, Young People and their Families

Reference number

677209

**II.1.2) Main CPV code**

- 85000000 - Health and social work services

**II.1.3) Type of contract**

## Services

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

The Council is seeking a panel of multiple providers that can provide a managed service for intensive support and crisis intervention services for County Durham children, young people, and their families.

The Provider Panel has FIVE Lots as detailed below based on category of need.

#### LOT DESCRIPTION

Category of Need 1 - Children with social communication needs, including learning disability and / or autism

Category of Need 2 - Children with severe and enduring mental health needs incorporating self-harming and self-injurious behaviour

Category of Need 3 - Children who are at risk of further offending and anti-social behaviour

Category of Need 4 - Children who are at risk of criminal exploitation, sexual exploitation and / or radicalisation

Category of Need 5 - Parent and Baby packages - where the child is at risk of neglectful parenting that fails to promote the child's wellbeing and day to day safety

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

This contract is divided into lots: Yes

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

Lowest offer: £1 / Highest offer: £12,000,000 taken into consideration

## **II.2) Description**

### **II.2.1) Title**

Category of Need 1 - Children with social communication needs, including learning disability and / or autism

Lot No

1

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

- 85000000 - Health and social work services

**II.2.3) Place of performance**

NUTS codes

- UKC14 - Durham CC

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

This procurement is issued under an Open Tender process in line with Public Contracts Regulation 2015, under Regulation 74 of the Public Contracts Regulations 2015 for contracts for social and other specific services (Light Touch Regime).

**II.2.14) Additional information**

This Provider Panel is a flexible agreement where, at the sole discretion of the Council, it may open the Panel to allow additional providers to be added to its membership. However, at the discretion of the Council, the Panel may remain closed should commissioners deem there be sufficient panel members to meet demand.

The Council makes no guarantee to any member of the Panel that they will be awarded any Call-Off Contract and no guarantee is made in respect of any volume of work under any such agreements, or in aggregate under the Provider Panel.

Each Provider should understand that their submission constitutes an acceptance to the Council of the terms of the Provider Panel Agreement. A place on the Panel merely affords the Provider the opportunity to respond to an invitation from the Council for the provision of services (Call-Off).

The Provider Panel Agreement provides for no form of exclusivity or volume guarantee by the Council for Services from the Provider and that the Council is at all times entitled to enter into other contracts and agreements with other Providers for the provision of any Services.

**II.2) Description****II.2.1) Title**

Category of Need 2 - Children with severe and enduring mental health needs incorporating self-harming and self-injurious behaviour

Lot No

2

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

- 85000000 - Health and social work services

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

NUTS codes

- UKC14 - Durham CC

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

This procurement is issued under an Open Tender process in line with Public Contracts Regulation 2015, under Regulation 74 of the Public Contracts Regulations 2015 for contracts for social and other specific services (Light Touch Regime).

#### **II.2.14) Additional information**

This Provider Panel is a flexible agreement where, at the sole discretion of the Council, it may open the Panel to allow additional providers to be added to its membership. However, at the discretion of the Council, the Panel may remain closed should commissioners deem there be sufficient panel members to meet demand.

The Council makes no guarantee to any member of the Panel that they will be awarded any Call-Off Contract and no guarantee is made in respect of any volume of work under any such agreements, or in aggregate under the Provider Panel.

Each Provider should understand that their submission constitutes an acceptance to the Council of the terms of the Provider Panel Agreement. A place on the Panel merely affords the Provider the opportunity to respond to an invitation from the Council for the provision of services (Call-Off).

The Provider Panel Agreement provides for no form of exclusivity or volume guarantee by the Council for Services from the Provider and that the Council is at all times entitled to enter into other contracts and agreements with other Providers for the provision of any Services.

## **II.2) Description**

### **II.2.1) Title**

Category of Need 3 - Children who are at risk of further offending and anti-social

behaviour

Lot No

3

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

- 85000000 - Health and social work services

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

NUTS codes

- UKC14 - Durham CC

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

This procurement is issued under an Open Tender process in line with Public Contracts Regulation 2015, under Regulation 74 of the Public Contracts Regulations 2015 for contracts for social and other specific services (Light Touch Regime).

#### **II.2.14) Additional information**

This Provider Panel is a flexible agreement where, at the sole discretion of the Council, it may open the Panel to allow additional providers to be added to its membership. However, at the discretion of the Council, the Panel may remain closed should commissioners deem there be sufficient panel members to meet demand.

The Council makes no guarantee to any member of the Panel that they will be awarded any Call-Off Contract and no guarantee is made in respect of any volume of work under any such agreements, or in aggregate under the Provider Panel.

Each Provider should understand that their submission constitutes an acceptance to the Council of the terms of the Provider Panel Agreement. A place on the Panel merely affords the Provider the opportunity to respond to an invitation from the Council for the provision of services (Call-Off).

The Provider Panel Agreement provides for no form of exclusivity or volume guarantee by the Council for Services from the Provider and that the Council is at all times entitled to enter into other contracts and agreements with other Providers for the provision of any Services.

## **II.2) Description**

### **II.2.1) Title**

Category of Need 4 - Children who are at risk of criminal exploitation, sexual exploitation and / or radicalisation

Lot No

4

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

- 85000000 - Health and social work services

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

NUTS codes

- UKC14 - Durham CC

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

This procurement is issued under an Open Tender process in line with Public Contracts Regulation 2015, under Regulation 74 of the Public Contracts Regulations 2015 for contracts for social and other specific services (Light Touch Regime).

#### **II.2.14) Additional information**

This Provider Panel is a flexible agreement where, at the sole discretion of the Council, it may open the Panel to allow additional providers to be added to its membership. However, at the discretion of the Council, the Panel may remain closed should commissioners deem there be sufficient panel members to meet demand.

The Council makes no guarantee to any member of the Panel that they will be awarded any Call-Off Contract and no guarantee is made in respect of any volume of work under any such agreements, or in aggregate under the Provider Panel.

Each Provider should understand that their submission constitutes an acceptance to the Council of the terms of the Provider Panel Agreement. A place on the Panel merely affords the Provider the opportunity to respond to an invitation from the Council for the provision of services (Call-Off).

The Provider Panel Agreement provides for no form of exclusivity or volume guarantee by the Council for Services from the Provider and that the Council is at all times entitled to enter into other contracts and agreements with other Providers for the provision of any Services.

## **II.2) Description**

### **II.2.1) Title**

Category of Need 5 - Parent and Baby packages - where the child is at risk of neglectful parenting that fails to promote the child's wellbeing and day to day safety

Lot No

5

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

- 85000000 - Health and social work services

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

NUTS codes

- UKC14 - Durham CC

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

This procurement is issued under an Open Tender process in line with Public Contracts Regulation 2015, under Regulation 74 of the Public Contracts Regulations 2015 for contracts for social and other specific services (Light Touch Regime).

#### **II.2.14) Additional information**

This Provider Panel is a flexible agreement where, at the sole discretion of the Council, it may open the Panel to allow additional providers to be added to its membership. However, at the discretion of the Council, the Panel may remain closed should commissioners deem there be sufficient panel members to meet demand.

The Council makes no guarantee to any member of the Panel that they will be awarded any Call-Off Contract and no guarantee is made in respect of any volume of work under any such agreements, or in aggregate under the Provider Panel.

Each Provider should understand that their submission constitutes an acceptance to the Council of the terms of the Provider Panel Agreement. A place on the Panel merely affords the Provider the opportunity to respond to an invitation from the Council for the provision of services (Call-Off).

The Provider Panel Agreement provides for no form of exclusivity or volume guarantee by the Council for Services from the Provider and that the Council is at all times entitled to enter into other contracts and agreements with other Providers for the provision of any Services.



---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Form of procedure**

Open procedure

#### **IV.1.3) Information about a framework agreement**

The procurement involves the establishment of a framework agreement

#### **IV.1.11) Main features of the award procedure**

+ Standard Call Off (without competition)

Where a Service is required the Council can approach the most suitable Provider for the service required and confirm with the Provider that they are able to provide the service required within the timescales. The capped hourly prices submitted by the Provider in its tender response during the tender process for the Provider Panel Agreement (Pricing Schedule) will be the maximum hourly price for the services. At the time of requesting the services, the Council will ask the Provider to submit their hourly rate which shall not exceed the capped hourly rate. Suitability of the Provider will be determined by the following factors (in no particular order):

- Social Worker / Commissioner / Health Representative's Professional Judgement
- Continuity of care
- Appropriateness of service delivery provision
- Location
- Urgency of requirement
- Price
- Mobilisation period
- Child and / or Family views and wishes

Note - This is not an exhaustive list

+ Call Off with further competition (mini-competition)

The Council may decide to run a call off competition involving the organisations who are on the Panel for the relevant required services. This will be done via NEPO.

In running any competition between some or all organisations on the Panel, the Council will set out the required qualitative and quantitative criteria. This will be detailed at each individual procurement exercise.

The Council will evaluate all bids on relevant price/quality criteria indicated at the time and must not exceed the capped hourly prices submitted during the tender process for the Provider Panel Agreement (Pricing Schedule).

The Provider who submits the most economically advantageous bid will be awarded the Call-Off Contract.

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

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

Notice number: [2024/S 000-003206](#)

---

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

### **Lot No**

1, 2, 3 and 4

A contract/lot is awarded: Yes

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

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

4 April 2024

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

Number of tenders received: 15

Number of tenders received from SMEs: 13

Number of tenders received by electronic means: 15

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

ABL Health Ltd

Bolton

BL4 0JL

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

07074944

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

Initial estimated total value of the contract/lot: £100,000,000

Lowest offer: £1 / Highest offer: £12,000,000 taken into consideration

---

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

### **Lot No**

1, 2, 3 and 4

A contract/lot is awarded: Yes

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

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

4 April 2024

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

Number of tenders received: 15

Number of tenders received from SMEs: 13

Number of tenders received by electronic means: 15

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

Bespoke Guardians Ltd

Swindon

SN5 7XE

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

11786646

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

Initial estimated total value of the contract/lot: £10,000,000

Lowest offer: £1 / Highest offer: £12,000,000 taken into consideration

---

**Section V. Award of contract**

**Lot No**

1, 2, 3, 4 and 5

A contract/lot is awarded: Yes

**V.2) Award of contract**

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

4 April 2024

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

Number of tenders received: 15

Number of tenders received from SMEs: 13

Number of tenders received by electronic means: 15

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

Castleview Group Training Ltd

Chester le Street

DH2 1AN

Country

United Kingdom

NUTS code

- UKC14 - Durham CC

Companies House

04317514

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

Initial estimated total value of the contract/lot: £10,000,000

Lowest offer: £1 / Highest offer: £12,000,000 taken into consideration

---

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

### **Lot No**

5

A contract/lot is awarded: Yes

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

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

4 April 2024

**V.2.2) Information about tenders**

Number of tenders received: 15

Number of tenders received from SMEs: 13

Number of tenders received by electronic means: 15

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

Children North East

Newcastle upon Tyne

NE15 6QE

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

Companies House

00090288

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

Initial estimated total value of the contract/lot: £10,000,000

Lowest offer: £1 / Highest offer: £12,000,000 taken into consideration

---

**Section V. Award of contract**

**Lot No**

2

A contract/lot is awarded: Yes

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

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

4 April 2024

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

Number of tenders received: 15

Number of tenders received from SMEs: 13

Number of tenders received by electronic means: 15

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

Include in Autism CIC

Peterlee

SR8 2RB

Country

United Kingdom

NUTS code

- UKC14 - Durham CC

Companies House

10876482

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

Initial estimated total value of the contract/lot: £10,000,000

Lowest offer: £1 / Highest offer: £12,000,000 taken into consideration

---

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

## **Lot No**

2 and 4

A contract/lot is awarded: Yes

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

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

4 April 2024

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

Number of tenders received: 15

Number of tenders received from SMEs: 13

Number of tenders received by electronic means: 15

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

Master Quality Healthcare Services Ltd

Wakefield

WF2 9SR

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

08337556

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

Initial estimated total value of the contract/lot: £10,000,000

Lowest offer: £1 / Highest offer: £12,000,000 taken into consideration



---

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

### **Lot No**

1, 2, 3 and 5

A contract/lot is awarded: Yes

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

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

4 April 2024

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

Number of tenders received: 15

Number of tenders received from SMEs: 13

Number of tenders received by electronic means: 15

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

Quality + Care Solutions Ltd

Castle Eden

TS27 4SU

Country

United Kingdom

NUTS code

- UKC14 - Durham CC

Companies House

07745467

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

Initial estimated total value of the contract/lot: £10,000,000

Lowest offer: £1 / Highest offer: £12,000,000 taken into consideration

---

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

### **Lot No**

1

A contract/lot is awarded: Yes

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

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

4 April 2024

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

Number of tenders received: 15

Number of tenders received from SMEs: 13

Number of tenders received by electronic means: 15

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

ROC Family Support Ltd

Newton Aycliffe

DL5 7ER

Country

United Kingdom

NUTS code

- UKC14 - Durham CC

Justification for not providing organisation identifier

Not on any register

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

Initial estimated total value of the contract/lot: £12,000,000

Lowest offer: £1 / Highest offer: £10,000,000 taken into consideration

---

**Section V. Award of contract**

**Lot No**

1, 2 and 5

A contract/lot is awarded: Yes

**V.2) Award of contract**

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

4 April 2024

**V.2.2) Information about tenders**

Number of tenders received: 15

Number of tenders received from SMEs: 13

Number of tenders received by electronic means: 15

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

TKS Staffing Ltd

Derby

DE24 3BR

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

09303403

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

Initial estimated total value of the contract/lot: £12,000,000

Lowest offer: £1 / Highest offer: £10,000,000 taken into consideration

---

## **Section VI. Complementary information**

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

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

High Court of England and Wales

Strand

London

WC2A 2LL

Country

United Kingdom