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Tender

Refresh - Community Services for Working Age Adults, with Learning Disabilities, Complex Health Needs, Autism, Mental Health or Physical Disabilities

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 000-016070

Procurement identifier (OCID): ocids-h6vhtk-03d432

Published 7 June 2023, 7:48am

The closing date and time has been changed to:

4 August 2023, 10:00am

See the [change notice](#).

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

Contact

Frances O'Mahoney

Email

frances.omahoney@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.cwicb.contactus@nhs.net

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

Refresh - Community Services for Working Age Adults, with Learning Disabilities, Complex Health Needs, Autism, Mental Health or Physical Disabilities

Reference number

CSW - 16156

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 (the Council) and ICB are seeking tenders for their Community Services for Working Age Adults (WAA), with learning disabilities, autism, mental health or physical disabilities.

This is a refresh tender for Lot 1, 2, 3a, 3b and 4 to allow new providers to apply for a contract for these services and to allow those who are unsuccessful first time around to re-apply. (Note: Providers who were successful in being awarded a contract previously should not re-apply for any Lots they were awarded).

The purpose of care and support commissioned through this model is to enable people to live good and fulfilling lives by being supported to achieve the things that are important to them.

The support people can access will comprise three broad elements:

- Support to live independently in my own home (Independent Living)
- Support to live a fulfilling life in my local community (Community Opportunities)
- Support for my family and carers (Overnight Opportunities)

II.1.5) Estimated total value

Value excluding VAT: £23,000,000

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

Community Support

Lot No

1

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

Individuals will have learning disabilities, autism, physical health needs, sensory impairment and/or mental health needs, but will not need support with personal care and end of life care.

Individuals may require support with the following:

- They may be living independently or with family or friends.

- They will need a small number of hours of support each week or month. The level of support may reduce over time as they build confidence and independence. Support may not always

Page 6 to 15 need to be provided one-to-one.

- Support will include information, advice, practical support and connections to help people to make their own decisions, and to access training, volunteering, employment, social and community activities.

- Active avoidance of restrictive and punitive approaches to managing behaviour that challenges, at all times

- Positive strategies to manage early warning signs or triggers, e.g., distraction techniques

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

Duration in months

60

II.2.14) Additional information

The initial contract term will be from 5th September 2023 to 31st July 2028 however the Council reserves the right to extend the contract by further periods not exceeding 60 months (60 being the maximum available extension period) at the discretion of the Council based on the contract performance of the successful applicant.

II.2) Description

II.2.1) Title

Community support with care (regulated)

Lot No

2

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

Individuals will have learning disabilities, autism, physical health, sensory impairment or mental health needs and may have personal care needs. They may be living independently, with family and friends, or in registered accommodation.

They will need more hours of support each week (28hrs+) than those in Lot 1, but this will not be full-time and may reduce over time as they build their confidence and skills. Providers will have the necessary registration to undertake regulated activities and staff will have skills in relation to Positive Behaviour Support.

Support will include access and provision of information, advice, community connections, practical support and personal care support

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

Duration in months

60

II.2.14) Additional information

The initial contract term will be from 5th September 2023 to 31st July 2028 however the Council reserves the right to extend the contract by further periods not exceeding 60 months (60 being the maximum available extension period) at the discretion of the Council based on the contract performance of the successful applicant.

II.2) Description

II.2.1) Title

Specialist Community Support

Lot No

3a and 3b

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

3a - Complex Physical Health Needs

Individuals are likely to have multiple complex physical health needs. We will be looking to commission a range of providers with specialist skills in relation to:

- Complex physical health needs; Mental Health needs; Profound and multiple learning disabilities;
- Individuals are likely to need longer-term care and support, often on a full-time basis. With the right specialist support this may reduce over time as people build their networks and skills.
- Providers will have the necessary registration to undertake regulated activities and staff will have specialist skills in relation to managing complex physical health needs.

3b - Complex behaviours

Individuals are likely to have behaviour that challenges, behaviours of destructive nature, experienced trauma, forensic needs or fluctuating mental health needs. We will be looking to

commission a range of providers with specialist skills in relation to:

- Dual diagnosis including physical needs, mental health and/or learning disabilities and/or autism;

- Complex behaviours;
- Behaviours that can challenge services;
- Trauma informed practice.
- Forensic Needs

Individuals are likely to need longer-term care and support, often on a full-time and 24/7 basis, including 1:1, 2:1, 3:1 support and higher. With the right specialist support this may reduce over time as people build their networks and skills. Providers will have the necessary registration to undertake regulated activities and staff will have specialist skills in relation to Positive Behaviour Support & support and liberty protection safeguarding.

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

Duration in months

60

II.2.14) Additional information

The initial contract term will be from 5th September 2023 to 31st July 2028 however the Council reserves the right to extend the contract by further periods not exceeding 60 months (60 being the maximum available extension period) at the discretion of the Council based on the contract performance of the successful applicant.

II.2) Description

II.2.1) Title

Specialist Services and Interventions

Lot No

4

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 primary aim of services delivered under this Lot is to reduce the frequency, intensity and duration of behaviour that challenges, as well as mental health and emotional distress,

young people and adults with a learning disability and/or autism.

Individuals are likely to have behaviour that challenges, behaviours of destructive nature, experienced trauma, forensic needs or fluctuating mental health needs. Types of need may

include persistent oppositional disorder, attachment disorder, mental illness, ADHD etc, characterised by a range of issues: emotional issues e.g., anxiety, low mood, anger/aggression, low resilience, social difficulties, self-harm and depression.

One of the purposes of this Lot is to facilitate access to providers of specialist services for young people and adults of all ages. We will be looking to commission a range of providers with specialist skills. Providing a range of complex highly specialist clinical assessments and interventions (where required), employing methods based on proven efficacy, for individuals, adjusting and refining clinical formulations

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

Duration in months

60

II.2.14) Additional information

The initial contract term will be from 5th September 2023 to 31st July 2028 however the Council reserves the right to extend the contract by further periods not exceeding 60 months (60 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.

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.1.10) Identification of the national rules applicable to the procedure

Information about national procedures is available at:
www.legislation.gov.uk/uksi/2015/102/contents/made

IV.1.11) Main features of the award procedure

All as detailed in the tender documentation

IV.2) Administrative information

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

Originally published as:

Date

4 July 2023

Local time

10:00am

Changed to:

Date

4 August 2023

Local time

10:00am

See the [change notice](#).

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

After this tendering process has been completed and the contracts have been awarded the Council will be running further competitions for the same service. This is to allow new providers to apply for a contract for Community Support and to allow those who are unsuccessful first time around to re-apply. This process will include the same documentation as this tender (with the exception of dates etc).

These competitions will be live for the period of 3 to 6 months. However, if the Council receives a high level interest for the service the Council reserves the right to close the competition at an earlier date.

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