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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): ocds-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](mailto: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](http://www.warwickshire.gov.uk)

Buyer's address

[www.warwickshire.gov.uk/procurement](http://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](mailto: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](mailto: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](http://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

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## **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.

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## **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.

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## **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](http://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

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## **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](http://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](mailto:procurement@warwickshire.gov.uk)