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Tender

## **Keyworker Service**

Warwickshire County Council  
NHS Coventry and Warwickshire Integrated Care Board (ICB)  
Coventry City Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2022/S 000-029865

Procurement identifier (OCID): ocds-h6vhtk-03782f

Published 24 October 2022, 9:06am

### **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 4D

**Email**

[cwicb.contactus@nhs.net](mailto:cwicb.contactus@nhs.net)

**Country**

United Kingdom

**Region code**

UKG13 - Warwickshire

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.happyhealthylives.uk/integrated-care-board>

**I.1) Name and addresses**

Coventry City Council

3 Upper Precinct

Coventry

CV1 1F

**Email**

[jon.reading@coventry.gov.uk](mailto:jon.reading@coventry.gov.uk)

**Country**

United Kingdom

**Region code**

UKG33 - Coventry

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.coventry.gov.uk](http://www.coventry.gov.uk)

**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

<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**

Keyworker Service

Reference number

CSW - 13988

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

- 85000000 - Health and social work services
  - DA28 - Social service
  - DA29 - Social work

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

Services

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

Warwickshire County Council (WCC) currently commissions the Keyworker service for children and young people on behalf of Coventry City Council and the Integrated Care Board.

The partners are seeking to re tender the Keyworker service for Coventry and Warwickshire residents aged 0-25 on the Dynamic Support Register (DSR).

The DSR is a register of people (adults and children) who are autistic, have a learning disability, or both who have been identified as at imminent risk of admission to a mental health hospital. The Keyworker service supports young people rated Red (at imminent risk of admission) or Amber (imminent risk of the person being admitted to hospital in the next few weeks) on the DSR. The service also supports current in-patients within the 0-25 year age range who are autistic, have a learning disability, or both with the hospital discharge process.

#### **II.1.5) Estimated total value**

Value excluding VAT: £2,030,600

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKG3 - West Midlands

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 current outcomes of the commissioned provision are:

- Increasing access to services and information for autistic people, people with a Learning Disability, or both, who are at risk of avoidable hospital admission
- Support co-ordination of services and acting as a liaison for the young person and their family.
- Improving service user and carer experience through a co-production approach and supporting them to navigate health and social care services.
- Prevent crisis thus reducing demand on specialist services
- Reduce avoidable inpatient care or other restrictive approaches and settings
- Ensure reasonable adjustments are made by services to support neurodiverse service users
- Advocate for the customer and ensure their voice is not lost

To achieve these outcomes the commissioned provision will need to offer the following elements:

- Navigation
- Advocacy

- Support accessing services
- Reducing avoidable inpatient care or other restrictive approaches and settings
- Will ensure reasonable adjustments are made by services to support neurodiverse service users.

The service operates a soft closure process to enable easy repeat access to the service if future support is required.

#### **II.2.6) Estimated value**

Value excluding VAT: £2,030,600

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

Duration in months

48

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

The contract term will be for 2 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

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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.

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

All as detailed in the tender documentation

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## **Section IV. Procedure**

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

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

Open procedure

#### **IV.1.10) Identification of the national rules applicable to the procedure**

Information about national procedures is available at:

<https://www.legislation.gov.uk/ukxi/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**

Date

18 November 2022

Local time

10:00am

#### **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**

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
- Opportunities offered by emerging technologies

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)