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Tender

Adult Advocacy Services

Warwickshire County Council
Coventry City Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2024/S 000-031245

Procurement identifier (OCID): ocds-h6vhtk-04a44d

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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

Coventry City Council

Earl Street

Coventry

CV1 5RR

Contact

Paula Stanley

Email

paula.stanley@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

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

Adult Advocacy Services

Reference number

CSW - 19170

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 and Coventry City Council are jointly commissioning a service for a single provider to deliver a suite of advocacy services that helps people to be safe, healthy and independent, with the most vulnerable members of their communities able to access support when they need it.

Services included within the Adult Advocacy Specification are:

Statutory IMHA (Independent Mental Health Advocacy)

Non Statutory informal in-patient IMHA

Non Statutory Community IMHA

Statutory Care Act Duties for section 67 and section 68

Statutory IMCA (Independent Mental Capacity Advocate)

Statutory Independent NHS Complaints Advocacy - Warwickshire Only

Non Statutory General Health Advocacy Service - Warwickshire Only

Non Statutory Hospital Advocacy Service - Warwickshire Only

II.1.5) Estimated total value

Value excluding VAT: £7,326,660

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG13 - Warwickshire
- UKG33 - Coventry

Main site or place of performance

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

II.2.4) Description of the procurement

The Adult Advocacy Service aims to deliver a suite of advocacy services that support vulnerable members of the community to be safe, healthy, and independent. The services outlined within this specification are one way we strive to achieve this aim and vision.

Independent NHS Complaints Advocacy Service - (Warwickshire Only):

To deliver statutory client centered advocacy services to individuals who meet the eligibility criteria that are designed to empower those who wish to resolve a complaint about healthcare commissioned and/or provided by the NHS in England.

Independent Mental Health Advocacy IMHA - Consisting of:

Statutory IMHA:

Cases will concern people who are qualifying patients within the Mental Health Acts 1983 and 2007 and IMHA regulations 2008, either formally detained in hospital, or people on a Community Treatment Order, or under guardianship. Statutory IMHA patients will therefore be people treated both in hospital and / or in community settings.

Informal in-patient IMHA:

Services will be offered to inpatients within mental health hospitals, who are not under legal detention under the Mental Health Acts, but who are inpatients receiving or being considered for treatments and are requiring safeguards.

Community IMHA

Community IMHA (non-statutory) will support clients who are undergoing specialist mental

health treatment within the community, and who require support and safeguards in order to remain as independent as possible.

General Health Advocacy Service (Warwickshire Only):

To deliver time limited NHS advocacy services for individuals who meet the eligibility criteria, to empower and enable individuals to maintain their independence and quality of life and seek to de-escalate potential crisis through early intervention and prevention approaches.

Care Act Advocacy duties for Section 67 and Section 68:

To deliver an advocacy service for individuals who meet the eligibility criteria and require advocacy support to enable them to fully participate in their Assessment, Care and Support Planning, Adult Safeguarding and Reviewing enquiry process.

IMCA (Mental Capacity Act 2005):

To deliver a service to individuals who meet the eligibility criteria, that lack the capacity to make specific important decisions, including making decisions about where they live and about serious medical treatment options.

Hospital Advocacy (Warwickshire Only):

To deliver services to individuals within Warwickshire hospitals to support effective and timely discharge and ensure involvement is in line with people's rights.

II.2.6) Estimated value

Value excluding VAT: £7,326,660

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

Duration in months

120

II.2.14) Additional information

The contract will be for 3 years with the option to extend for a minimum of 3 years up to a maximum of 84 months at the discretion of the Council based on the contract performance of the successful applicant. The maximum end date with extensions will be 31st March 2035.

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

Information about national procedures is available at:

www.legislation.gov.uk/ukxi/2015/102/contents/made

IV.2) Administrative information

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

Date

4 November 2024

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