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Tender

## Connect to Work

Norfolk County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-034804

Procurement identifier (OCID): ocds-h6vhtk-052828 ([view related notices](#))

Published 24 June 2025, 3:30pm

## Scope

## Reference

NCCT43197

## Description

Are you passionate about making a difference in the community?

Norfolk County Council is excited to announce an incredible opportunity to partner with us on the Connect to Work programme. This initiative aims to break down barriers to employment and provide sustainable job opportunities for individuals with complex needs. By joining forces with us, you'll not only help transform lives but also contribute to the growth and productivity of our local economy.

What is Connect to Work - The Get Britain Working White Paper - GOV.UK (<https://www.gov.uk/government/publications/get-britain-working-white-paper/get-britain-working-white-paper#joint-ministerial-foreword>) , released in November 2024, introduced the key supported employment programme Connect to Work, which aims to help eligible

individuals secure sustainable, long-term employment. Currently, it is estimated that there are about 3 million economically inactive people in the UK, of whom 1.9million people would like to work, but require support to do so.

Norfolk County Council is expected to support 1200 individuals (annually in peak years) at an anticipated and average cost of £3.6million per year, delivered over an initial three-year period, with the opportunity to extend to 4.5 years.

Connect to Work will help connect local work, health and skills support and help eligible participants to secure sustainable work through a voluntary supported employment model, adhering to Individual Placement & Support (IPS) and Supported Employment Quality Framework (SEQF) frameworks. Through this, Connect to Work will expand the use of the proven five stage Supported Employment model of 'place, train and maintain'.

How will it be managed and delivered?

Norfolk County Council is the Accountable Body for Connect to Work. Working with the Department for Work and Pensions, Norfolk County Council will oversee the Connect to Work programme including procuring and managing delivery partner(s) to provide sufficient high-quality support to participants and employers to make the programme a success.

Our ambition is to deliver this programme in partnership with high-quality provider(s), who are able to meet set targets for supporting economically inactive adults across Norfolk into work.

We are looking for delivery partner(s) with demonstrable experience of providing employment support which delivers to both individuals with complex barriers, and employers who will provide the sustainable jobs. All partner(s) that succeed in the selection process will deliver the IPS approach in supporting participants and clearly demonstrate their capacity to do so in the application process.

Successful bidders will illustrate their capacity to integrate Connect to Work in chosen locality(s), aligning the programme effectively to local community/VCSE and primary care health settings. Providers will engage with participants directly, establishing visible referral opportunities for the range of eligible programme participants.

Further, the successful bidders must show developed relationships with employers within the chosen (or a commutable distance given the target audience) with the ability to identify employment opportunities and support employers to provide successful, sustainable job outcomes.

Further information about the programme and monitoring arrangements which will be required of partners can be found in the:

Connect to Work: Grant Guidance for England

<https://www.gov.uk/government/publications/connect-to-work/connect-to-work-grant-guidance-for-england>

The IPS delivery model is available below:

<https://ipsgrow.org.uk/about/>

Previous Engagement

NCC have previously introduced the emerging Connect to Work programme, on the occasions below:

The Great Yarmouth Health & Wellbeing Partnership (17th March 2025)

VCSE Workshop (29th January 2025)

These events were primarily introducing discussion on the Get Britain Working Local Plan, the overarching employment strategy, of which Connect to Work will play an important delivery role.

### **Total value (estimated)**

- £8,804,400 excluding VAT
- £10,565,280 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 25 August 2025 to 26 August 2028
- Possible extension to 24 August 2030
- 5 years

Description of possible extension:

2 x 1 year

## **Main procurement category**

Services

## **CPV classifications**

- 98110000 - Services furnished by business, professional and specialist organisations
- 98000000 - Other community, social and personal services
- 79600000 - Recruitment services
- 79611000 - Job search services

## **Lot constraints**

Maximum number of lots a supplier can be awarded: 2

Description of how multiple lots may be awarded:

Applicants may apply for each/all lots as proposed, but a maximum of two lots will be awarded to a single delivery partner.

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## **Lot LOT-0001. 1**

### **Description**

North Norfolk

### **Lot value (estimated)**

- £606,100 excluding VAT
- £727,320 including VAT

### **Same for all lots**

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot LOT-0002. 2**

### **Description**

Breckland

### **Lot value (estimated)**

- £1,516,700 excluding VAT
- £1,820,040 including VAT

### **Same for all lots**

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot LOT-0003. 3**

### **Description**

Broadland & South Norfolk

### **Lot value (estimated)**

- £1,215,100 excluding VAT
- £1,458,120 including VAT

### **Same for all lots**

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot LOT-0004. 4**

## Description

King's Lynn & West Norfolk

## Lot value (estimated)

- £1,516,700 excluding VAT
- £1,820,040 including VAT

## Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

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## Lot LOT-0005.5

## Description

Great Yarmouth

## Lot value (estimated)

- £1,821,200 excluding VAT
- £2,185,440 including VAT

## **Same for all lots**

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot LOT-0006. 6**

### **Description**

Norwich

### **Lot value (estimated)**

- £2,128,600 excluding VAT
- £2,554,320 including VAT

## **Same for all lots**

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Participation**

### **Legal and financial capacity conditions of participation**



**Lot LOT-0001. 1**

**Lot LOT-0002. 2**

**Lot LOT-0003. 3**

**Lot LOT-0004. 4**

**Lot LOT-0005. 5**

**Lot LOT-0006. 6**

Form B & Form C in the Invitation to Tender (ITT)

## **Technical ability conditions of participation**

**Lot LOT-0001. 1**

**Lot LOT-0002. 2**

**Lot LOT-0003. 3**

**Lot LOT-0004. 4**

**Lot LOT-0005. 5**

**Lot LOT-0006. 6**

Form F in the Invitation to Tender (ITT)

## **Particular suitability**

**Lot LOT-0001. 1**

**Lot LOT-0002. 2**

**Lot LOT-0003. 3**

**Lot LOT-0004. 4**

**Lot LOT-0005. 5**

**Lot LOT-0006. 6**

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

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**Submission**

**Tender submission deadline**

30 July 2025, 12:59am

**Submission address and any special instructions**

All correspondence and clarifications regarding the procurement should go through In-Tend:  
<http://In-Tendhost.co.uk/norfolkcc>

**Tenders may be submitted electronically**

Yes

**Languages that may be used for submission**

English

## Award decision date (estimated)

23 August 2025

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## Award criteria

Name	Description	Type	Weighting
F1.2 Participant Engagement	<p>Participants of this programme may face multiple inequalities. Organisations will need to take equality into consideration and demonstrate how they will engage with residents often most disadvantaged within communities. Please describe how you will effectively engage with the eligible cohorts in the locality, in your service providing support and access to the programme. Please describe the screening process you will undertake of Participants including timescales, how you will ensure that</p>	Quality	25%

Name	Description	Type	Weighting
	<p>Participants are suitable for triage referral and potential entry to the programme. Please outline your knowledge of the barriers faced by the eligible cohorts within the Locality or Localities you are applying for, outlining your proposed methods to reduce/remove these and the resident's entry to the programme. Please include in your response the participant journey and the local, accessible services that will be involved in that journey. (The maximum size of the response to this question is 2500 words. Any responses or that limit will not be assessed. Only the part up to 2500 words will be assessed.)</p>		
F1.3 Stakeholder Engagement/Local Integration	Please describe how Quality you will engage with the key		25%

Name	Description	Type	Weighting
	<p>stakeholders in the Locality or Localities for your which your applying, ensuring referral routes and any additional support measures are available to participants.</p> <p>Recognising community networks as critical to providing wrap around support for residents and working collaboratively with new &amp; existing community groups - please outline your considerations to the key services /organisations currently available in the Locality. In building effective links between communities and local opportunities including specialist support, training, volunteering, and work placements - Please describe how you will integrate Connect to Work provision in the Locality, ensuring</p>		

Name	Description	Type	Weighting
	<p>the fullest opportunity for resident access. Please outline how the CtW provision might support other Health, VCSE &amp; Community organisations in the Locality, providing guided routes to employment for participants and the sharing of best collaborative practice in the geography. Please describe your current provision and in-situ partnerships in the locality - outlining your present opportunity on which to develop the above. The maximum size of the response to this question is 2500 words. Any responses or that limit will not be assessed. Only the part up to 2500 words will be assessed.</p>		

Name	Description	Type	Weighting
F1.1 The Service	<p>Please describe how you propose to deliver this service in line with • the IPS fidelity requirements set out in Annex 2a to the Service Specification, • the Service Specification as a whole, and • the eight key principles of delivery described therein, and • how you will deliver it across the delivery area of each lot you are applying for (max 2 lots). If you propose to use sub-contractors to deliver any part of the service, describe the specialisms of those sub-contractors and how the service will be as seamless as possible for Participants. The maximum size of the response to this question is 2500 words. Any responses or that limit will not be assessed. Only the</p>	Quality	20%

Name	Description	Type	Weighting
	part up to 2500 words will be assessed.		
F1.4 Project implementation and Performance	Please describe how Quality you will ready the service for start on 1 October 2025, allowing for staff training, and provide a project plan highlighting key dates, dependencies and milestones, and any mobilisation support you will require from NCC staff. Please also describe how you propose to support the required number of Participants in the time provided by the funding. Please describe how and when you will monitor the performance of the contract and the reporting that you will provide on outcomes of the interventions. The maximum size of the response to this question is 2500 words. Any responses or that limit will not be	Quality	20%



Name	Description	Type	Weighting
	assessed. Only the part up to 2500 words will be assessed.		
F1.5 Social Value	Please provide a method statement as to how you will provide social value and impact from the Locality/s provision. In line with DWP priorities we would anticipate the Tackling of Economic Inactivity and provision of Equal Opportunities to be key social value aims. The maximum size of the response to this question is 2500 words. Any responses or that limit will not be assessed. Only the part up to 2500 words will be assessed.	Quality	10%

## Other information

## Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

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## Documents

### Associated tender documents

[Specification for Connect to Work Final.docx](#)

Specification

[Annex 01 Participant Journey Final.docx](#)

Annex 01

[Annex 02a - IPS-Fidelity-Scale Final.pdf](#)

Annex 02a

[Annex 02b - SEQF Model Fidelity Assessment Guide Final.pdf](#)

Annex 02b

[Annex 02c - SEQF vs IPS Fidelity Final.docx](#)

Annex 02c

[Annex 03 Childcare and Replacement Caring Costs Final.docx](#)

Annex 03

[Annex 04 Monthly Performance Profiles Final.xlsx](#)

Annex 04

[Annex 05 - Connect to Work - Technical Note - MI Information Note Final.pdf](#)

Annex 05

[Annex 06 Performance Management Framework Final.docx](#)

Annex 06

[Annex 07 Data Processing Schedule Final.docx](#)

Annex 07

[Annex 08 CtW Brand Guidelines Final.pdf](#)

Annex 08

[Annex 09 Example Job Description - Employment Specialist Final.docx](#)

Annex 09

[Annex 10 Allowable Costs Final.docx](#)

Annex 10

[Appendix A - Financial Submission Final.xlsx](#)

Appendix A

[NCCT43197-Standard Terms and Conditions Final.docx](#)

Terms and Conditions

[NCCT41397 ITT for Connect to Work Final.docx](#)

ITT for Connect to Work

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## **Contracting authority**

### **Norfolk County Council**

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Email: [sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government