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Tender

COV - Family Time (2026)

Coventry City Council

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

Notice identifier: 2025/S 000-038577

Procurement identifier (OCID): ocds-h6vhtk-055bf7 ([view related notices](#))

Published 9 July 2025, 1:00pm

Scope

Reference

COV - 21685

Description

Coventry City Council is re-commissioning its Family Time service (formerly known as Supervised Contract) for children and families.

The service will primarily support children and young people who are looked after by the local authority, ensuring they are able to maintain safe and meaningful contact with their birth families, in line with their care plans and any relevant court orders.

The appointed provider will be required to:

- Deliver supervised, supported, and handover contact sessions in accordance with care plans and/or court directions.
- Provide trained, experienced, and suitably vetted staff to facilitate contact sessions.

- Ensure the child's welfare and safety is paramount at all times.
- Maintain accurate, impartial, and timely records of each contact session, which may be used in legal proceedings.
- Work collaboratively with social workers, carers, and other professionals to ensure consistency and quality in service delivery.
- Offer flexibility in delivery times, including evenings and weekends, to meet the needs of children and families.
- Provide suitable, child-friendly venues where required, or support contact in community or family-based settings.
- Ensure services are delivered in a manner that promotes equality, diversity, and inclusion.

Total value (estimated)

- £4,090,000 excluding VAT
- £4,908,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 February 2026 to 31 January 2028
- Possible extension to 31 January 2031
- 5 years

Description of possible extension:

The initial term of the Contract will be for the period of two (2) years from commencement, but may be extended, by mutual agreement by three (3) increments of twelve (12) months to an expiry date no later than 31st January 2031. The Contract will be subject to review

in during the initial term and the result of those reviews will inform the Council's decision as to whether any extension period will be offered.

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKG33 - Coventry

Participation

Particular suitability

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

Submission

Tender submission deadline

14 August 2025, 4:00pm

Submission address and any special instructions

Please register via the Council's e-procurement system - CSW-JETS <https://in-tendhost.co.uk/csw-jets>

CSW-JETS is a sub-regional e-tendering portal run by In-tend. Since February 2010, Coventry; Solihull; Warwickshire; Nuneaton and Bedworth; Rugby alongside other local district Councils have been working together as a shared procurement service. In conjunction with Solihull Community Housing, we have joined together to bring you a collaborative E-Tendering portal. CSW-JETS enables us to advertise our opportunities across all authorities through the same system. This means that there is a single point of contact for procurement in the sub-region so you only have to register once to receive notifications for all authorities. Registering on the portal will make it easier for local suppliers to find, respond to and be alerted to tender opportunities.

Registration is free and takes just a few minutes. When complete, you will be able to express interest in any of the Councils'/Authorities' opportunities when they are made available including this tender. In addition, we will be able to access your details whenever we have a requirement, and you may then be invited to tender or quote for work. Once you are registered and log in to the system you will be able to locate the tender opportunity, express interest and access the documentation.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

15 September 2025

Recurring procurement

Publication date of next tender notice (estimated): 28 June 2030

Award criteria

Name	Type
Net price	Price
Service Delivery and Experience	Quality
Safeguarding & Risk Management	Quality
Mobilisation	Quality
Social Value	Quality

Weighting description

The tender evaluation shall be based upon a two-stage process (i.e. consisting of mandatory requirements and/or minimum standards) with a pass/fail criteria for both stages.

Failure to meet the mandatory requirements in the first Stage will exclude providers from this procurement. Only tenderers that meet the mandatory requirements will be taken forward for full tender evaluation.

In line with Procurement Act 2023, Stage two (2) of the evaluation process will be evaluated and awarded using a method known as Most Advantageous Tender (MAT), i.e., tenders may be evaluated and awarded based on non-cost as well as cost factors. Where enhanced standards are considered, they will be weighted alongside all the evaluation criteria and scored accordingly.

Scores are determined following the application of the Award Criteria (set out in the Tender documents) to the tenderer's submission. Evaluating officers can only evaluate based on the information provided to them in the tender submission.

Any tenderers not meeting the specified minimum average weighted score (if applicable) in Stage two (2) may be disqualified. If disqualified, the tenderer's submission will not be considered any further and will be excluded from the rest of the process.

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Justification for not publishing a preliminary market engagement notice

A preliminary engagement notice was not published, and a Prior Information Notice (PIN) was published on the 26th November 2024 prior to the introduction of the Procurement Act 2023. The PIN described the contract requirement and invited providers to express an interest and outline their resources to deliver the service, costings for the delivery of the service and confirmation of buildings or proposed plan to facilitate the service.

Contracting authority

Coventry City Council

- Public Procurement Organisation Number: PMJC-6861-XJPP

PO Box 7097

Coventry

CV6 9SL

United Kingdom

Email: ProcurementContracts@coventry.gov.uk

Region: UKG33 - Coventry

Organisation type: Public authority - sub-central government