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Planning

ASC25078 Direct Payment Support Service - Market Engagement

Worcestershire County Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-065519

Procurement identifier (OCID): ocds-h6vhtk-05662d ([view related notices](#))

Published 15 October 2025, 11:18am

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Date for feedback on the specification has been extended

Scope

Reference

ASC25078

Description

This advert is for market awareness, engagement and request for information only

Direct payments are intended to give individuals greater choice and flexibility to arrange and manage their care and support needs, through the receipt of regular funds from the Local Authority. For some people, choosing a Direct Payment may not be an option without support.

The Council has engaged with Personal Assistants (PA's), Social Workers, Providers and Service Users. Key findings from this engagement included:

- The need for an advertising platform/local support office for support providers including PA's (employed and self-employed) and micro enterprises.
- Social Workers also told us that an advertising or brokerage platform, which helped to source PA's, would be useful for the people they support
- Direct payment recipients identified barriers such as having a physical office that they could visit, or someone with local knowledge of what services are available to them
- To have two distinct contracts, one that concentrates on financial elements and one that concentrates on the support element.

It is therefore proposed that the service will be split into two Lots for two distinct service elements:

- Lot 1: Direct Payments Strategic Support Partner - The Direct Payments Strategic Support Partner will deliver strategic support to promote the growth of direct payments across Worcestershire and finding suitable services to meet the needs of direct payment recipients. It is anticipated that this Lot will be suitable for VCSE's and SME's within Worcestershire.
- Lot 2: - Direct Payments Finance Partner - The Direct Payment Finance Partner will deliver a financial management service, covering support of the payments, including managed accounts and payroll for personal assistants. The finance partner would also be operating managed accounts on the Councils' behalf.

The Council held a virtual open information and feedback session on Thursday 7th August 2025. Slides and supplementary documentation are available via In-Tend.

Worcestershire County Council would now like to invite interested organisations to further feedback on the proposed Service Specification via an MS Forms survey
<https://forms.office.com/e/CeMbarQBAA>

The specification documents are available via In-Tend.

Your views and feedback will not be used for any part of the tender process and will only be used for the development of the specification.

If you are not already registered with In-tend, you will need to register your organisation to view and apply for any opportunities in Worcestershire. To complete your registration, go to <https://www.in-tendhost.co.uk/worcestershire.aspx/Home>

Total value (estimated)

- £2,053,254 excluding VAT
- £2,463,904.80 including VAT

Contract dates (estimated)

- 1 July 2026 to 30 June 2031
- Possible extension to 30 June 2033
- 7 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Engagement

Engagement deadline

22 October 2025

Engagement process description

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Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

24 October 2025

Procedure

Special regime

Light touch

Contracting authority

Worcestershire County Council

- Public Procurement Organisation Number: PRPQ-4584-WLPQ

County Hall, Spetchley Road

Worcester

WR5 2NP

United Kingdom

Email: procurement@worcestershire.gov.uk

Website: <https://www.worcestershire.gov.uk>

Region: UKG12 - Worcestershire

Organisation type: Public authority - sub-central government