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Tender

ASC25078 Direct Payment Support

Worcestershire County Council

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

Notice identifier: 2025/S 000-078158

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

Published 28 November 2025, 2:47pm

Scope

Reference

ASC25078

Description

The Council is seeking a supplier to deliver Direct Payment Support across two distinct Lots. A supplier can be awarded either a single Lot or both Lots

- o Lot 1 - Direct Payments Strategic Support Partner
- o Lot 2 - Direct Payment Finance Partner

The Direct Payments Strategic Support Partner would be required to deliver strategic support to promote the growth of direct payments across Worcestershire and find suitable services to meet the needs of direct payment recipients.

As part of Lot 1 the Strategic Support Partner would act as a micro brokerage service for Direct Payment recipients, advising what may be available to them in their area, both paid for and free services that might be available in the Voluntary Community Sector (VCS).

The Supplier would also be required to advise social work staff where required. This wider remit could lead to closer working with the Communities Directorate, social prescribers and public health initiatives, supporting the Council to deliver the right service at the right time and the right price.

There is evidence that this has worked well in other local authorities, especially with voluntary or service-user-led organisations. It is likely that the VCS will benefit from this approach as they have all the skills available to support people to maximise the potential of direct payments.

As part of Lot 2, the Direct Payment Finance Partner would deliver a financial management service with elements within the contract covering support for the payments, including managed accounts and payroll for Personal Assistants (PAs). The Finance Partner would also be operating managed accounts on WCC's behalf in line with new approval process and are required to employ PA's to deliver cost-effective services.

Total value (estimated)

- £2,053,254 excluding VAT
- £2,463,904 including VAT

Above the relevant threshold

Contract dates (estimated)

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

Description of possible extension:

option to extend for up to 2 years subject to funding and performance

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services
- 85310000 - Social work services

Lot LOT-0001. Lot 1 Direct Payments Strategic Support Partner

Description

The Direct Payments Strategic Support Partner would be required to deliver strategic support to promote the growth of direct payments across Worcestershire and find suitable services to meet the needs of direct payment recipients.

As part of Lot 1 the Strategic Support Partner would act as a micro brokerage service for Direct Payment recipients, advising what may be available to them in their area, both paid for and free services that might be available in the Voluntary Community Sector (VCS). The Supplier would also be required to advise social work staff where required. This wider remit could lead to closer working with the Communities Directorate, social prescribers and public health initiatives, supporting the Council to deliver the right service at the right time and the right price.

There is evidence that this has worked well in other local authorities, especially with voluntary or service-user-led organisations. It is likely that the VCS will benefit from this approach as they have all the skills available to support people to maximise the potential of direct payments.

Lot value (estimated)

- £674,254 excluding VAT
- £809,104 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.

Lot LOT-0002. Lot 2 - Direct Payment Finance Partner

Description

Lot 2, the Direct Payment Finance Partner would deliver a financial management service with elements within the contract covering support for the payments, including managed accounts and payroll for Personal Assistants (PAs). The Finance Partner would also be operating managed accounts on WCC's behalf in line with new approval process and are required to employ PA's to deliver cost-effective services.

Lot value (estimated)

- £1,379,000 excluding VAT
- £1,654,800 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.

Participation

Particular suitability

Lot LOT-0001. Lot 1 Direct Payments Strategic Support Partner

Lot LOT-0002. Lot 2 - Direct Payment Finance Partner

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

Submission

Enquiry deadline

15 December 2025, 4:00pm

Submission type

Tenders

Tender submission deadline

12 January 2026, 4:00pm

Submission address and any special instructions

Please visit <https://www.in-tendhost.co.uk/worcestershire/aspx/Home> to access this opportunity. You will need to register for In Tend in order to apply for this opportunity.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

26 March 2026

Award criteria

Lot LOT-0001. Lot 1 Direct Payments Strategic Support Partner

Name	Type	Weighting
Quality	Quality	45%
Price	Price	30%
Presentation	Quality	15%
Social Value	Quality	10%

Lot LOT-0002. Lot 2 - Direct Payment Finance Partner

Name	Type	Weighting
Quality	Quality	60%
Price	Price	30%
Social Value	Quality	10%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Light touch

Competitive flexible procedure description

The procedure for Lot 1 will be conducted in two (2) stages, stage 1 is conditions of participation, price and quality, stage 2 is presentations. Lot 2 is being conducted in a single stage, conditions of participation, price and quality. (See tender guidance for further details)

Documents

Associated tender documents

<https://www.in-tendhost.co.uk/worcestershire/aspx/Home>

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Contracting authority

Worcestershire County Council

- Public Procurement Organisation Number: PRPQ-4584-WLPQ

County Hall, Spetchley Road

Worcester

WR5 2NP

United Kingdom

Contact name: Deb Roe

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

Region: UKG12 - Worcestershire

Organisation type: Public authority - sub-central government