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Award

Connect to Work

Devon County Council

Torbay Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-082954

Procurement identifier (OCID): ocids-h6vhtk-04e910 ([view related notices](#))

Published 15 December 2025, 2:32pm

Scope

Reference

CP2662-24

Description

Connect to Work is a DWP programme grant funded through DCC as the lead accountable body on behalf of Torbay, Plymouth and Devon.

The Programme requires the delivery to the following persons with social disability or other priority audiences who are:

- Economically inactive or unemployed: Person has not worked for around 6 months due to their disability, long term health condition or disadvantages and feel they need comprehensive tailored employment support to help them to identify the right roles for their needs and to engage in effective job search towards work.
- Employed but risk of dropping out of work: Person is working/Self-employed for at least 3 months and is struggling to sustain employment due to their disability, long term health

condition or disadvantages. However, it is acceptable to offer support to individuals who have been employed for shorter periods where the Accountable Body judges that would be appropriate.

- Maintaining work: Person has never been in employment or a track record of struggling to retain jobs/sustain employment due to their disability, long term health condition or disadvantages

The programme is delivered through a Supported Employment model - a place train and maintain model delivered through a five-stage process. There are two approaches, both using recognised international standards (Fidelity Models) and both using the principles that participants are employed in the Open Labour Market, it being Paid Work with Ongoing Support provided.

- IPS integrates employment support alongside primary and secondary health services, and other support services. This integration ideally occurs at a physical level, through co-location and other policies, where applicable. IPS has been successfully utilised within the Individual Placement and Support in Primary Care (IPSPC) programme to support individuals with mild to moderate mental health and/or physical health conditions.

Universal Support will utilise and expand on the approach taken with IPSPC. Whilst Universal Support will complement IPS Severe Mental Illness and IPS Alcohol and Drugs, these will remain separate IPS services.

- SEQF is (as required) a more in-depth intervention than the form of IPS used for Universal Support. SEQF is oriented most usually around supporting learning disabled and/or autistic adults as well as others with complex support needs where clinical integration is not needed or appropriate.

Devon County Council will be the contracting authority for it's Lots (Lot 1, Lot 2, Lot 4, Lot 5 & Lot 6) and Torbay Council will be the contracting authority for it's Lots (Lot 7 & Lot 8).

Lot 1. IPS in Exeter, East Devon and Mid Devon

Description

IPS services delivered in Exeter, East Devon and Mid Devon.

Lot 2. IPS in Torridge and North Devon

Description

IPS services delivered in Torridge and North Devon.

Lot 4. SEQF in Exeter, East Devon and Mid Devon

Description

SEQF services delivered in Exeter, East Devon and Mid Devon.

Lot 5. SEQF in Torridge and North Devon

Description

SEQF services delivered in Torridge and North Devon.

Lot 6. SEQF in Teignbridge, South Hams and West Devon

Description

SEQF services delivered in Teignbridge, South Hams and West Devon.

Lot 7. Torbay IPS

Description

IPS services delivered in Torbay.

Lot 8. Torbay SEQF

Description

SEQF services delivered in Torbay.

Contract 1. Lot 1. IPS in Exeter, East Devon and Mid Devon

Lots

Lot 1. IPS in Exeter, East Devon and Mid Devon

Supplier

- CRYSTAL PATHWAYS LTD

Contract value

- £566,100 excluding VAT
- £679,320 including VAT

Above the relevant threshold

Award decision date

15 December 2025

Date assessment summaries were sent to tenderers

15 December 2025

Standstill period

- End: 24 December 2025
- 8 working days

Earliest date the contract will be signed

2 January 2026

Contract dates (estimated)

- 2 January 2026 to 2 January 2027
- Possible extension to 2 January 2028

- 2 years, 1 day

Description of possible extension:

The Authority may extend the Contract up to 1 year (12 months), depending on the Authority's requirements and the supplier's success in achieving the requisite outcomes. The extension would modify the contract budget and volume of participants as set out in the Specification.

Main procurement category

Services

CPV classifications

- 79611000 - Job search services
- 80000000 - Education and training services
- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

Contract locations

- UKK43 - Devon CC

Contract 2. Lot 2 IPS in Torridge and North Devon

Lots

Lot 2. IPS in Torridge and North Devon

Supplier

- CRYSTAL PATHWAYS LTD

Contract value

- £566,100 excluding VAT
- £679,320 including VAT

Above the relevant threshold

Award decision date

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Main procurement category

Services

CPV classifications

- 79611000 - Job search services
- 80000000 - Education and training services
- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

Contract locations

- UKK43 - Devon CC

Contract 3. Lot 4 SEQF in Exeter, East Devon and Mid Devon

Lots

Lot 4. SEQF in Exeter, East Devon and Mid Devon

Supplier

- UNITED RESPONSE

Contract value

- £222,600 excluding VAT
- £267,120 including VAT

Below the relevant threshold

Award decision date

15 December 2025

Date assessment summaries were sent to tenderers

15 December 2025

Earliest date the contract will be signed

2 January 2026

Contract dates (estimated)

- 2 January 2026 to 2 January 2027
- Possible extension to 2 January 2028
- 2 years, 1 day

Description of possible extension:

The Authority may extend the Contract up to 1 year (12 months), depending on the Authority's requirements and the supplier's success in achieving the requisite outcomes. The extension would modify the contract budget and volume of participants as set out in the Specification.

Main procurement category

Services

CPV classifications

- 79611000 - Job search services
- 80000000 - Education and training services
- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

Contract locations

- UKK43 - Devon CC

Contract 4. Lot 5 SEQF in Torridge and North Devon

Lots

Lot 5. SEQF in Torridge and North Devon

Supplier

- THE PLUSS ORGANISATION CIC

Contract value

- £198,114 excluding VAT
- £237,737 including VAT

Below the relevant threshold

Award decision date

15 December 2025

Date assessment summaries were sent to tenderers

15 December 2025

Earliest date the contract will be signed

2 January 2026

Contract dates (estimated)

- 2 January 2026 to 2 January 2027
- Possible extension to 2 January 2028
- 2 years, 1 day

Description of possible extension:

The Authority may extend the Contract up to 1 year (12 months), depending on the Authority's requirements and the supplier's success in achieving the requisite outcomes.

The extension would modify the contract budget and volume of participants as set out in the Specification.

Main procurement category

Services

CPV classifications

- 79611000 - Job search services
- 80000000 - Education and training services
- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

Contract locations

- UKK43 - Devon CC

Contract 5. Lot 6 SEQF in Teignbridge, South Hams and West Devon

Lots

Lot 6. SEQF in Teignbridge, South Hams and West Devon

Supplier

- THE PLUSS ORGANISATION CIC

Contract value

- £198,114 excluding VAT
- £237,737 including VAT

Below the relevant threshold

Award decision date

15 December 2025

Date assessment summaries were sent to tenderers

15 December 2025

Earliest date the contract will be signed

2 January 2026

Contract dates (estimated)

- 2 January 2026 to 2 January 2027
- Possible extension to 2 January 2028
- 2 years, 1 day

Description of possible extension:

The Authority may extend the Contract up to 1 year (12 months), depending on the Authority's requirements and the supplier's success in achieving the requisite outcomes. The extension would modify the contract budget and volume of participants as set out in the Specification.

Main procurement category

Services

CPV classifications

- 79611000 - Job search services
- 80000000 - Education and training services
- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

Contract locations

- UKK43 - Devon CC

Contract 6. Lot 7 Torbay IPS

Lots

Lot 7. Torbay IPS

Supplier

- EAT THAT FROG C.I.C.

Contract value

- £665,540 excluding VAT
- £798,648 including VAT

Above the relevant threshold

Award decision date

15 December 2025

Date assessment summaries were sent to tenderers

15 December 2025

Standstill period

- End: 24 December 2025
- 8 working days

Earliest date the contract will be signed

2 January 2026

Contract dates (estimated)

- 2 January 2026 to 2 January 2027
- Possible extension to 2 January 2028
- 2 years, 1 day

Description of possible extension:

The Authority may extend the Contract up to 1 year (12 months), depending on the Authority's requirements and the supplier's success in achieving the requisite outcomes. The extension would modify the contract budget and volume of participants as set out in

the Specification.

Main procurement category

Services

CPV classifications

- 79611000 - Job search services
- 80000000 - Education and training services
- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

Contract locations

- UKK42 - Torbay

Contract 7. Lot 8 Torbay SEQF

Lots

Lot 8. Torbay SEQF

Supplier

- EAT THAT FROG C.I.C.

Contract value

- £481,590 excluding VAT
- £577,908 including VAT

Below the relevant threshold

Award decision date

15 December 2025

Date assessment summaries were sent to tenderers

15 December 2025

Earliest date the contract will be signed

2 January 2026

Contract dates (estimated)

- 2 January 2026 to 2 January 2027
- Possible extension to 2 January 2028
- 2 years, 1 day

Description of possible extension:

The Authority may extend the Contract up to 1 year (12 months), depending on the Authority's requirements and the supplier's success in achieving the requisite outcomes. The extension would modify the contract budget and volume of participants as set out in the Specification.

Main procurement category

Services

CPV classifications

- 79611000 - Job search services
- 80000000 - Education and training services
- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

Contract locations

- UKK42 - Torbay

Information about tenders

Lot 1. IPS in Exeter, East Devon and Mid Devon

- 2 tenders received
- 2 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 1 supplier unsuccessful (details included for contracts over £5 million)

Lot 2. IPS in Torridge and North Devon

- 2 tenders received
- 2 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 1 supplier unsuccessful (details included for contracts over £5 million)

Lot 4. SEQF in Exeter, East Devon and Mid Devon

- 4 tenders received
- 4 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 1 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 3 suppliers unsuccessful (details included for contracts over £5 million)

Lot 5. SEQF in Torridge and North Devon

- 4 tenders received
- 4 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 1 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 3 suppliers unsuccessful (details included for contracts over £5 million)

Lot 6. SEQF in Teignbridge, South Hams and West Devon

- 6 tenders received
- 6 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 3 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 5 suppliers unsuccessful (details included for contracts over £5 million)

Lot 7. Torbay IPS

- 4 tenders received
- 4 tenders assessed in the final stage:
 - 3 submitted by small and medium-sized enterprises (SME)
 - 1 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 3 suppliers unsuccessful (details included for contracts over £5 million)

Lot 8. Torbay SEQF

- 8 tenders received
- 8 tenders assessed in the final stage:
 - 3 submitted by small and medium-sized enterprises (SME)
 - 4 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 7 suppliers unsuccessful (details included for contracts over £5 million)

Lots that will not be awarded

Lot 3. IPS in Teignbridge, South Hams and West Devon

Description

IPS services delivered in Teignbridge, South Hams and West Devon.

CPV classifications

- 79611000 - Job search services
- 80000000 - Education and training services
- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

Date of decision not to award

1 December 2025

Procedure

Procedure type

Open procedure

Special regime

Light touch

Suppliers

CRYSTAL PATHWAYS LTD

- Companies House: 12102960
- Public Procurement Organisation Number: PLRJ-9554-TTRD

85 Great Portland Street

London

W1W 7LT

United Kingdom

Email: admin@crystalpathways.co.uk

Website: <http://crystalpathways.co.uk>

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Lot 1. IPS in Exeter, East Devon and Mid Devon

Contract 2. Lot 2 IPS in Torridge and North Devon

EAT THAT FROG C.I.C.

- Companies House: 07483316
- Public Procurement Organisation Number: PBGT-3648-MMYY

Moorgate House

Newton Abbot

TQ12 2LG

United Kingdom

Email: hannah.rendle@eatthatfrog.ac.uk

Website: <https://eatthatfrog.ac.uk/>

Region: UKK43 - Devon CC

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 6. Lot 7 Torbay IPS

Contract 7. Lot 8 Torbay SEQF

THE PLUSS ORGANISATION CIC

- Companies House: 05171613
- Public Procurement Organisation Number: PRDP-1244-PDPJ

75-77 Main Road

Hockley

SS5 4RG

United Kingdom

Email: seetecbusinessdevelopment@seetec.co.uk

Website: <http://www.seetec.co.uk>

Region: UKH37 - Essex Thames Gateway

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Contract 4. Lot 5 SEQF in Torridge and North Devon

Contract 5. Lot 6 SEQF in Teignbridge, South Hams and West Devon

UNITED RESPONSE

- Companies House: 01133776
- Public Procurement Organisation Number: PYVB-1842-CBWH

Unit Co.3b Corinthian House

Croydon

CR0 2BX

United Kingdom

Email: development@unitedresponse.org.uk

Website: <https://www.unitedresponse.org.uk/>

Region: UKI62 - Croydon

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Contract 3. Lot 4 SEQF in Exeter, East Devon and Mid Devon

Contracting authorities

Devon County Council

- Public Procurement Organisation Number: PJRC-4623-RJBH

County Hall, Topsham Road,

Exeter,

EX2 4QD

United Kingdom

Email: educate.educationbids-mailbox@devon.gov.uk

Website: <https://devoneducationservices.co.uk/>

Region: UKK43 - Devon CC

Organisation type: Public authority - sub-central government

Torbay Council

- Public Procurement Organisation Number: PXLG-3144-TYMJ

Town Hall

Torquay

TQ1 3DR

United Kingdom

Email: commercial.services@torbay.gov.uk

Region: UKK42 - Torbay

Organisation type: Public authority - sub-central government

Contact organisation

Contact Devon County Council for any enquiries.