

Trauma Informed Service: Support to Adults facing Homelessness and multiple exclusions

Preliminary Market Engagement

04/08/2025



Somerset
Council

Background to the Commissioning of a Trauma Informed Service

- Budget of £570K from 1st of April 2026
- Targeted cohort of people: Adults who are homeless or at high risks of becoming homeless and facing multiple disadvantages and exclusions.
- Somerset Council restructure
- Council Plans Strategies & Legislation
- Consultation with stakeholders and people with lived experience



Key Principles to the Future Service

What do we need?

- **A Trauma Informed Approach**
- **Direct Delivery of support**
 - Geographical area (County Wide)
 - Referrers
 - Partnership work with other organisations
 - Knowledge and skills
- **Robust Support to the Staff team**
 - Resilience and Creativity
- **Future Innovation and Transformation**



Trauma Informed Approach

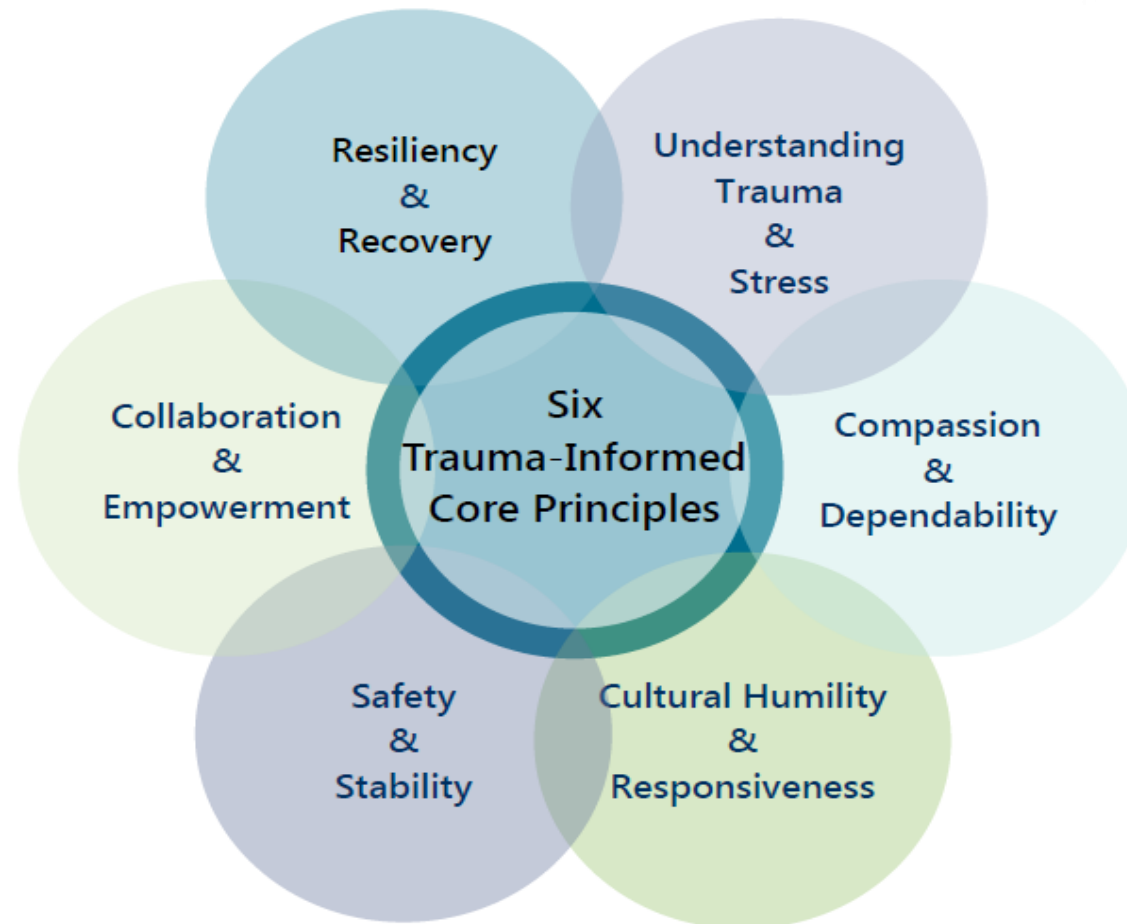
Why such approach?

It acknowledges: ‘the need to see beyond an individual’s presenting behaviours and to ask, ‘What does this person need?’ rather than ‘What is wrong with this person?’
(Office for Health Improvement & Disparities- Gov.UK- Guidance 2022)

- Building trust
 - *First meetings are always difficult, when you've had the kind of life I've had, you find it hard to trust people, they understood that and took more time with me'*
- Resilience
 - *'It's gone well because my worker has never given up on me, I'm beginning to see that I can trust people. I can see that I'm worth more than I sometimes feel, and that I can change'*
- Promoting Independence
 - *'I've learned new skills including building confidence to ask for help.'*

What does the Model of Support mean in Practice?

- Strength based approach and Compassion
 - Long term flexible support
- Partnership work
- Positive risk management
- Support to staff
 - Time to reflect
 - Workload
 - Training



Innovation & Transformation

- Continue to support creativity and innovations and respond to system leader aspirations
- Time of change and new initiatives across Somerset Council and Somerset system
- Developing a Trauma Informed Approach training programme.
 - The approach cannot work in isolation
 - Building capacity across service and holistic approach to people needs.
- Future Co- location of services
 - Future Ambition for teams supporting people with multiple disadvantages and exclusions to co-locate bringing efficiency, specialism and ultimately better outcomes for people.

Questions?



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Procurement process

Proposed timescales

Procurement Stage	Date
Publication of Tender Notice and Documents	19.09.2025
Clarification Questions Deadline	15.10.2025
Clarification responses to be issued by	20.10.2025
Submission deadline	22.10.2025
Evaluation Period	23.10.2025 – 11.11.2025
Internal governance process	12.11.2025 – 10.12.2025
Inform bidders of outcome/ Publication of Contract Award Notice (on FTS website)	11.12.2025
End of Mandatory Standstill Period	22.12.2025
Confirmation of Award Notice (on FTS website)	22.12.2025
Mobilisation/implementation period	23.12.2025 – 31.03.2026
Contract commencement	01.04.2026

n.b. these are indicative timescales and may be subject to change

Procurement information

- Somerset Council will conduct any procurement process undertaken in accordance with the Health Care Services (Provider Selection Regime) Regulations 2023 (PSR)
- Somerset Council will be required to invite Tenders by advertising the opportunity via the Council's eTendering system <https://supplierlive.proactisp2p.com> and the Find a Tender Service website <https://www.gov.uk/find-tender>

Procurement process

- **Contract start date:** 1st April 2026
- **Proposed total contract length:** 5 years
- **Potential Indicative tender launch:** early September 2025
- **Indicative implementation period:** 3 months
- TUPE may apply
- Additional, relevant information will be provided within any tender documentation.

Procurement process

- Fair and open process
- All types of organisations are invited to apply
- All Applicants are treated fairly, consistently and in line with SC's corporate procurement policies and the relevant procurement regulations

Evaluation of bids

In line with the PSR regulations, bids will be evaluated using the following Key Criteria:

1. Quality and Innovation
2. Value
3. Integration, collaboration and service sustainability
4. Improving access, reducing health inequalities and facilitating choice
5. Social Value

Procurement Portal



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Setting up an Account

Step 1: Set Up

Go to
<https://supplierlive.proactisp2p.com/Account/Login>

Go to the 'Sign Up?' box on the right and Click on Register

https://supplierlive.proactisp2p.com/Account/Login?lc=True

English (United Kingdom)

proactis

Supplier Network

Username (usually your email address)

Password

[Haven't got a Username?](#)
[Cannot access your account?](#)

Sign In

Sign Up?

Don't have an account? [Register](#)

Have you been invited?

Access Code

Go

Tenders Direct

Opportunities



Setting up an Account

Step 2: Self Registration

You will need to complete the form below where a * is indicated

Once completed, Click on 'Register' at the bottom of the page and an activation email will be sent to you.

Click on link provided in the email to activate your account which will allow you to Log On.

Self Registration

Register on our Supplier Network

Please follow these simple steps to register

1. Enter the following information and click the Register button to start the process.
2. An activation email will be sent to the email address of your Primary Contact.
3. Click on the link contained within the email to activate your account.

Not received your activation email yet? [Click here.](#)

Sign in Details	
Email Address *	Repeat Email Address *

Organisation Details	
Organisation Name *	Property Name/Number *
Address 1 *	Address 2
Town *	County
Postcode *	Country *
	UNITED KINGDOM ▼

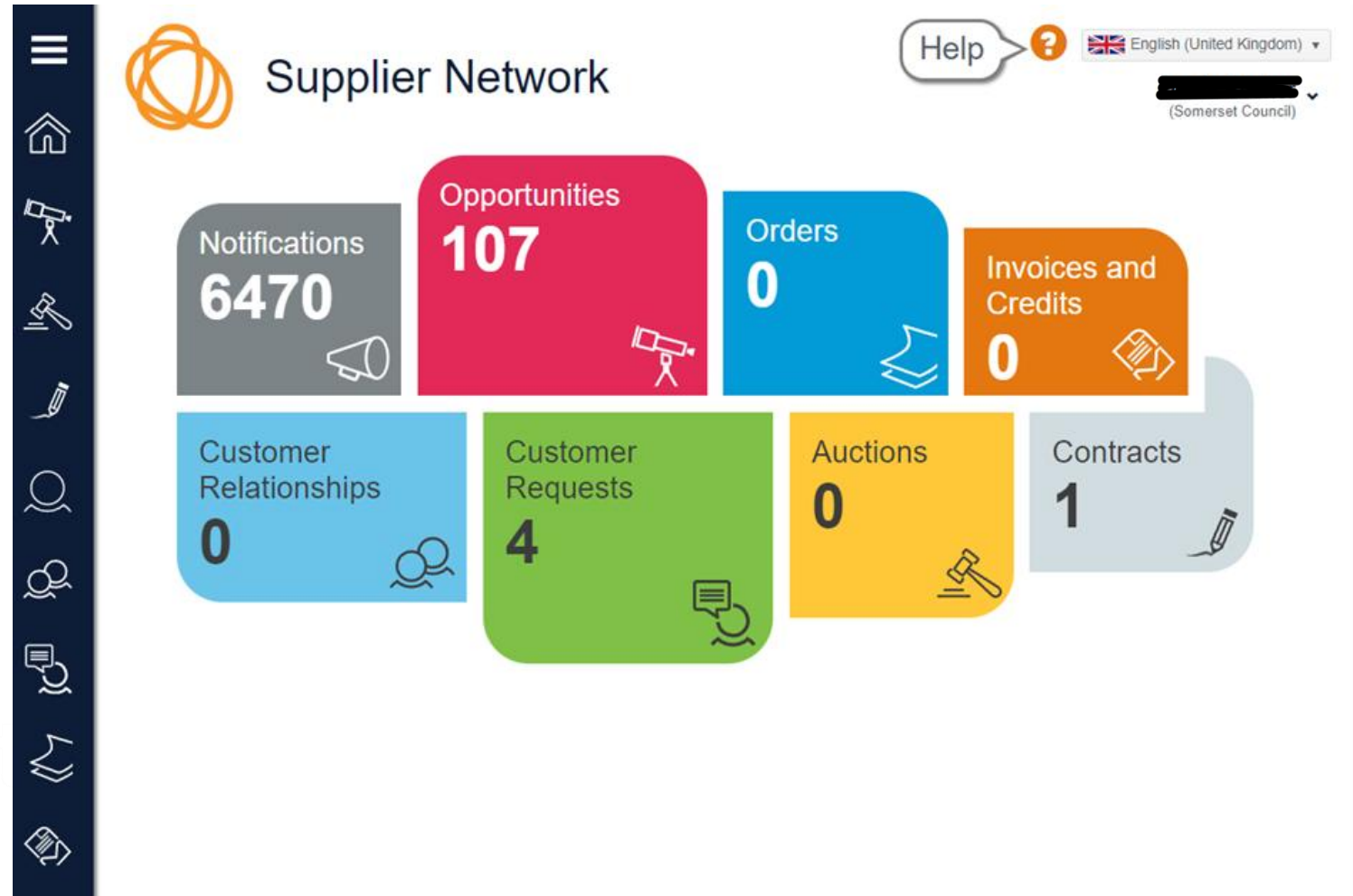
Primary Correspondence Details	
First Name *	Surname *
Telephone Number *	

Registering an Interest

Step 3: Supplier Network Dashboard

Once Logged in it will take you to the Dashboard below. Click on 'Opportunities' which will enable you to search for this DPS

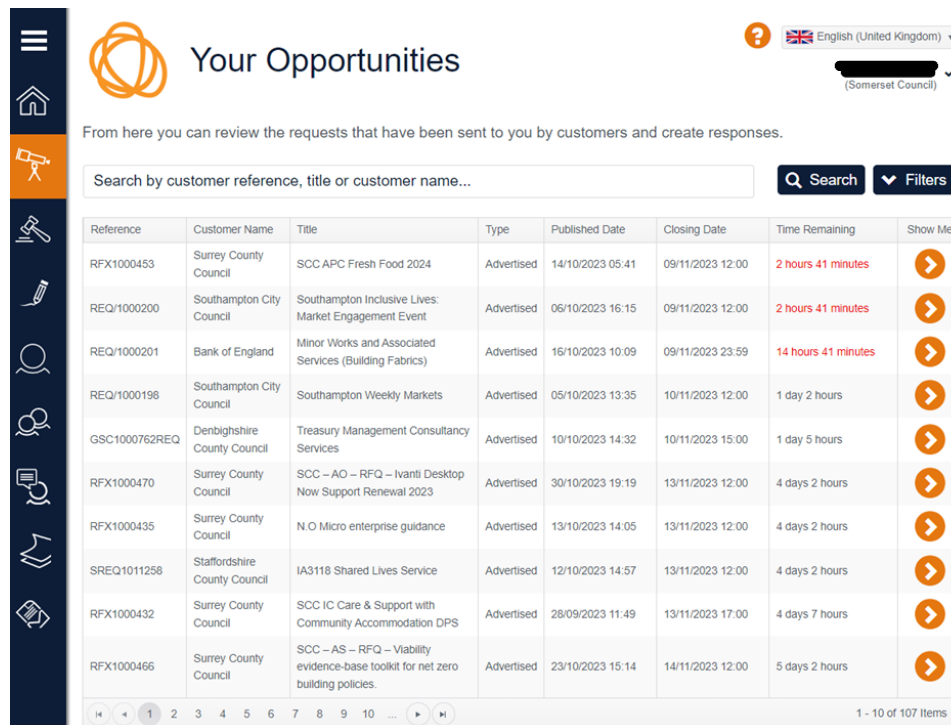
Note: there is a Help option, located on the top right of the Dashboard



Registering an Interest

Step 4: Selecting an Opportunity

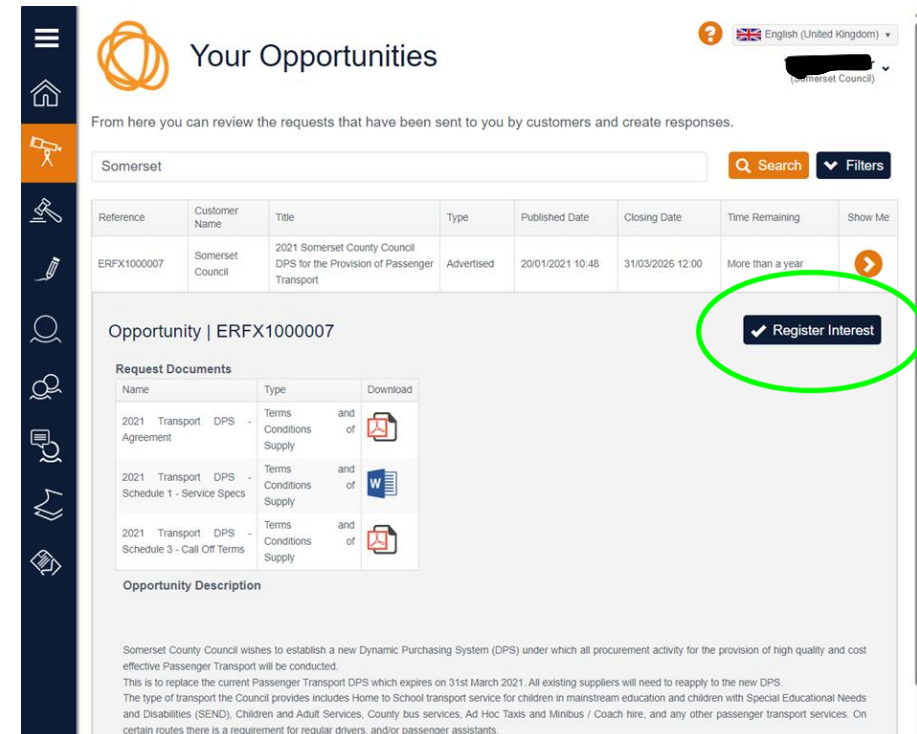
Once you have selected the 'Opportunity' option the following page is displayed:



The screenshot shows the 'Your Opportunities' page. At the top, there is a header with the Somerset Council logo and a language dropdown set to 'English (United Kingdom)'. Below the header, a message states: 'From here you can review the requests that have been sent to you by customers and create responses.' A search bar is present with the placeholder text 'Search by customer reference, title or customer name...'. To the right of the search bar are 'Search' and 'Filters' buttons. Below the search bar is a table with the following columns: Reference, Customer Name, Title, Type, Published Date, Closing Date, Time Remaining, and Show Me. The table contains 12 rows of opportunities. The first row is for RFX1000453, Surrey County Council, titled 'SCC APC Fresh Food 2024', with a closing date of 09/11/2023 12:00 and 2 hours 41 minutes remaining. The last row is for RFX1000466, Surrey County Council, titled 'SCC - AS - RFX - Viability evidence-base toolkit for net zero building policies', with a closing date of 14/11/2023 12:00 and 5 days 2 hours remaining. At the bottom of the table, there is a pagination bar showing '1 - 10 of 107 Items'.

Reference	Customer Name	Title	Type	Published Date	Closing Date	Time Remaining	Show Me
RFX1000453	Surrey County Council	SCC APC Fresh Food 2024	Advertised	14/10/2023 05:41	09/11/2023 12:00	2 hours 41 minutes	
REQ/1000200	Southampton City Council	Southampton Inclusive Lives: Market Engagement Event	Advertised	06/10/2023 16:15	09/11/2023 12:00	2 hours 41 minutes	
REQ/1000201	Bank of England	Minor Works and Associated Services (Building Fabrics)	Advertised	16/10/2023 10:09	09/11/2023 23:59	14 hours 41 minutes	
REQ/1000198	Southampton City Council	Southampton Weekly Markets	Advertised	05/10/2023 13:35	10/11/2023 12:00	1 day 2 hours	
GSC1000762REQ	Denbighshire County Council	Treasury Management Consultancy Services	Advertised	10/10/2023 14:32	10/11/2023 15:00	1 day 5 hours	
RFX1000470	Surrey County Council	SCC - AO - RFX - Ivanti Desktop Now Support Renewal 2023	Advertised	30/10/2023 19:19	13/11/2023 12:00	4 days 2 hours	
RFX1000435	Surrey County Council	N.O Micro enterprise guidance	Advertised	13/10/2023 14:05	13/11/2023 12:00	4 days 2 hours	
SREQ1011258	Staffordshire County Council	IA3118 Shared Lives Service	Advertised	12/10/2023 14:57	13/11/2023 12:00	4 days 2 hours	
RFX1000432	Surrey County Council	SCC IC Care & Support with Community Accommodation DPS	Advertised	28/09/2023 11:49	13/11/2023 17:00	4 days 7 hours	
RFX1000466	Surrey County Council	SCC - AS - RFX - Viability evidence-base toolkit for net zero building policies.	Advertised	23/10/2023 15:14	14/11/2023 12:00	5 days 2 hours	

You will be able to search to find the relevant opportunity. Once found, you need to click on 'Register Interest':



The screenshot shows the 'Your Opportunities' page with the search results for 'Someset'. The first result is for ERFX1000007, Somerset Council, titled '2021 Somerset County Council DPS for the Provision of Passenger Transport'. The 'Time Remaining' column shows 'More than a year'. A green circle highlights the 'Register Interest' button in the 'Show Me' column. Below the table, the details for the opportunity are shown. The 'Request Documents' section lists three documents: '2021 Transport DPS - Terms Conditions and of Supply', '2021 Transport DPS - Schedule 1 - Service Specs', and '2021 Transport DPS - Schedule 3 - Call Off Terms'. The 'Opportunity Description' section states: 'Somerset County Council wishes to establish a new Dynamic Purchasing System (DPS) under which all procurement activity for the provision of high quality and cost effective Passenger Transport will be conducted. This is to replace the current Passenger Transport DPS which expires on 31st March 2021. All existing suppliers will need to reapply to the new DPS. The type of transport the Council provides includes Home to School transport service for children in mainstream education and children with Special Educational Needs and Disabilities (SEND), Children and Adult Services, County bus services, Ad Hoc Taxis and Minibus / Coach hire, and any other passenger transport services. On certain routes there is a requirement for regular drivers, and/or passenger assistants.'

Reference	Customer Name	Title	Type	Published Date	Closing Date	Time Remaining	Show Me
ERFX1000007	Somerset Council	2021 Somerset County Council DPS for the Provision of Passenger Transport	Advertised	20/01/2021 10:48	31/03/2026 12:00	More than a year	Register Interest

Registering an Interest

Step 5: Register an Interest

Clicking on 'Register Interest' will take you to the page opposite. You will need to complete all the mandatory fields by going through the General, Lots, Questions, Attachment etc Tabs.

You can save and validate each section as you proceed and then once all the details have been completed you need to click on the 'Submit' at the top of the page displayed. If you decide this opportunity is not for you, you can 'Decline' the option.

If you want to ask a question to validate any points relating to the information on this page, select 'Messages' and we will respond.

Your Response | SRESP 1000899

Decline Messages Validate Save Draft Submit

From here you can edit your response by completing the various steps within the wizard below, or process it using the options above.

General Lots Questions Attachments

Request Documents (3)

Please ensure you read all documents before responding to opportunity request.

Name	Type	Download
2021 Transport DPS - Agreement	Terms and Conditions of Supply	
2021 Transport DPS - Schedule 1 - Service Specs	Terms and Conditions of Supply	
2021 Transport DPS - Schedule 3 - Call Off Terms	Terms and Conditions of Supply	

About You

Please use this text area to provide additional information

Request Overview

Request | ERFX1000007

Customer Name Somerset Council	Allow multiple responses? Yes
Title 2021 Somerset County Council DPS for the Provision of Passenger Transport	Allow response re-submit before deadline? No
Description Somerset County Council wishes to establish a new Dynamic Purchasing System (DPS) under which all procurement activity for the provision of high quality and cost effective Passenger Transport will be conducted. This is to replace the current Passenger Transport DPS which expires on 31st March 2021. All existing suppliers will need to reapply to the new DPS. The type of transport the Council provides includes Home to School transport service for children in mainstream education and children with Special Educational Needs and Disabilities (SEND), Children and Adult Services, County bus services, Ad Hoc Taxis and Minibus / Coach hire, and any other passenger transport services. On certain routes there is a requirement for regular drivers, and/or passenger assistants.	Delivery Date 01 April 2021
	Delivery Address Somerset Council County Hall Taunton Somerset TA1 4DY UNITED KINGDOM

Questions?



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