

United Kingdom-Lincoln: Call centre
OJ S 42/2015 28/02/2015
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Office of the Police and Crime Commissioner for Lincolnshire

Postal address: Lincolnshire Police Headquarters, Deepdale Lane, Nettleham, Lincolnshire

Town: Lincoln

Postal code: LN2 2LT

Country: United Kingdom

For the attention of: Lisa Norton

E-mail: lisa.norton@lincs.pnn.police.uk

Telephone: +44 1522558992

Internet address(es):

General address of the contracting authority: <http://www.lincs.police.uk/>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/Supplier/CompanyInformation/Index/32541>

Electronic access to information: https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=9803&B=BLUELIGHT

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Public order and safety

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title

The Provision of Integrated Restorative Justice Services.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 22: Personnel placement and supply services

Main site or place of performance: Lincolnshire Police Headquarters, Nettleham, Lincolnshire.

NUTS code UKF30 Lincolnshire

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4. Short description of the contract or purchase(s)

The Police and Crime Commissioner has a responsibility, under the Grant Agreement with the Secretary of State for Justice and the Code of Practice for Victims of Crime, to commission

restorative justice services. As part of the Lincolnshire Police and Crime Plan (2013-17) the Police and Crime Commissioner has a commitment to ensuring victims are supported, listened to and kept informed through the provision of services such as restorative justice.

Restorative processes bring those harmed by crime or conflict, and those responsible for the harm, into communication, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward.

The Police and Crime Commissioner has an opportunity to commission, from April 2015, an integrated, whole system, victim-initiated restorative service for victims of crime and anti-social behaviour in Lincolnshire that builds on existing good practice.

The Police and Crime Commissioner welcomes Tender submissions from individual providers and also welcomes partnership submissions from two or more providers.

II.1.5. CPV code(s)

79512000 Call centre, 85323000 Community health services, 85000000 Health and social work services, 85320000 Social services, 98000000 Other community, social and personal services, 98133100 Civic betterment and community facility support services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Quality. Weighting 60
2. Price. Weighting 40

IV.2.2. Information about electronic auction

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

LPA/PROC/4706

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2014/S 208-368734](#) of 29.10.2014

Section V: Award of contract

Contract No: 1

Lot No: 1

- Lot title: Integrated Restorative Justice Services

V.1. Date of conclusion of the contract

27.1.2015

V.2. Information about tenders

Number of tenders received by electronic means: 2

V.3. Name and address of the contractor

Official name: Restorative Solutions

National registration number: 6110507

Postal address: Unit 5, Albert Edward House The Pavillions Ashton

Town: Preston

Postal code: PR2 2YB

Country: United Kingdom

E-mail: garystephenson@restorativesolutions.org.uk

Telephone: +44 1772842109

Internet address: <http://www.restorativesolutions.org.uk>

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 70 000 GBP

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:

no

VI.2. Additional information**VI.3. Procedures for review****VI.3.1. Review body****VI.3.2. Review procedure****VI.3.3. Service from which information about the review procedure may be obtained****VI.4. Date of dispatch of this notice**

25.2.2015