

**United Kingdom-Aylsham: Health and social work services**  
**OJ S 55/2014 19/03/2014**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: NHS North Norfolk Clinical Commissioning Group

Postal address: 1 Mill Close

Town: Aylsham

Postal code: NR11 6LZ

Country: United Kingdom

Contact person: NHS North Norfolk Clinical Commissioning Group

For the attention of: Caroline Cunningham-Brown

E-mail: [caroline.cunningham-brown@nhs.net](mailto:caroline.cunningham-brown@nhs.net)

Telephone: +44 1263738123

**Internet address(es):**

General address of the contracting authority: <http://www.northnorfolkccg.nhs.uk>

**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

Health

**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**

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**II.1. Description**

**II.1.1. Title**

Co-ordination of Volunteer Services for patients in North Norfolk who have long term conditions and are supported through the North Norfolk Integrated Care Programme (ICP).

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

Services

Service category No 25: Health and social services

Main site or place of performance: North Norfolk.

NUTS code UKH13 Norfolk

**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)**

North Norfolk Clinical Commissioning Group (NNCCG) have established 4 integrated care hubs (appendix 1) each of which brings together GP practices, community nursing, mental health and social care teams to work with a cohort of patients in a multi-disciplinary environment supported by a dedicated Integrated Care Co-ordinator.

The contract shall deliver a service that recruits and supports volunteers to work with patients who have long term conditions and are supported through the North Norfolk Integrated Care Programme (ICP). In addition, the service will work with people who are older and vulnerable in North Norfolk and Rural Broadland and this may include people who are isolated through living in rural communities.

This new service will recruit, train, manage and support volunteers to work directly with patients In order to better support them to achieve a positive health outcome, reduce the likelihood of an unplanned hospital admission and manage their conditions better. Volunteers will be expected to undertake a range of tasks including supporting people to access health and social care services, provide practical support within the home, assist with support to manage a health condition and encourage peer support and self-care.

**II.1.5. CPV code(s)**

85000000 Health and social work 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**

Value: 217 318 GBP  
excluding VAT

**Section IV: Procedure**

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**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. Pricing. Weighting 30
2. Recruitment of Volunteers. Weighting 10
3. Volunteer Training. Weighting 10
4. Ways of Working. Weighting 5
5. Patient Dependency. Weighting 10
6. Retention of Workforce. Weighting 10
7. Quality Assurance. Weighting 5
8. Mobilisation. Weighting 15
9. Service Integration. Weighting 5

**IV.2.2. Information about electronic auction**

An electronic auction has been used: no

**IV.3. Administrative information**

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

OAP/14/0014

**IV.3.2. Previous publication concerning this procedure**

no

## Section V: Award of contract

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Contract No: OAP/14/0014

**V.1. Date of conclusion of the contract**

14.3.2014

**V.2. Information about tenders**

Number of tenders received: 2

Number of tenders received by electronic means: 2

**V.3. Name and address of the contractor**

Official name: Voluntary Norfolk

Postal address: 2-16 Colegate

Town: Norwich

Postal code: NR3 1BQ

Country: United Kingdom

E-mail: [linda.rogers@voluntarynorfolk.org.uk](mailto:linda.rogers@voluntarynorfolk.org.uk)

Telephone: +44 1603883801

Internet address: [www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk)

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

Total value of the procurement:

Value: 217 318 GBP

excluding VAT

**V.5. Information about subcontracting**

The contract is likely to be subcontracted: no

## Section VI: Complementary information

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**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**

14.3.2014