

United Kingdom-Witham: Guidance and counselling services
OJ S 56/2018 21/03/2018
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: The Police and Crime Commissioner for Essex

Postal address: Office of The Police and Crime Commissioner for Essex, Essex County Fire and Rescue Headquarters, Kelvedon Park, Rivenhall

Town: Witham, Essex

NUTS code: UKH3 Essex

Postal code: CM8 3HB

Country: United Kingdom

Contact person: Claire Ward

E-mail: procurementservices@kent.pnn.police.uk

Telephone: +44 1474366650

Internet address(es):

Main address: <https://www.essex.police.uk>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Public order and safety

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Essex Victims' Assessment and Support Services

Reference number: 2017/065

II.1.2. Main CPV code

85312300 Guidance and counselling services

II.1.3. Type of contract

Services

II.1.4. Short description

The primary aim of this service is to ensure that people are supported to cope and recover after being victims of crime and increase levels of victim satisfaction.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 2 743 378,00 GBP

II.2. Description

II.2.2. Additional CPV code(s)

85312400 Welfare services not delivered through residential institutions, 85312500 Rehabilitation services

II.2.3. Place of performance

NUTS code: UKH3 Essex

II.2.4. Description of the procurement

This service is for the provision of victim assessment, referral and non-specialist support. The Police and Crime Commissioners Police and Crime Plan sets clear objectives to ensure victims are at the heart of what we do. To support this, the PCC for Essex has adopted a set of principles to deliver the objectives set out in the plan:

- We believe Victims should be at the heart of the Criminal Justice System and are placing a special emphasis on their needs within each and every policing priority,
- Every Victim should receive the services they are entitled to under the Victims Code and we will ensure that the criminal justice agencies are held to account for delivery against this code,
- Everyone who reports a crime should be kept informed and updated about their case,
- People who have experienced harm should receive appropriate support and be directly involved in the design of their services,
- We will commission services which are driven by the needs of the victim and we will regularly seek feedback to improve and provide even better support, so victims are able to cope and recover from their experience,
- Our Restorative Justice Services, which are focused on the needs of the victims, will expand to enable more victims to have access.

The primary aim of this service is to ensure that people are supported to cope and recover after being victims of crime and increase levels of victim satisfaction.

Expected additional outcomes for this service are:

- Contribution to victims having a more positive experience of the criminal justice system,
- Feedback is gathered from victims that contribute to improvements within the service and to other partners including but not limited to Essex Police and OPCC,
- Victims are helped to move towards positive outcomes — in line with the 8 categories identified in the Victims' Code,
- Victims feel equipped and empowered to move on independently of the service,
- Victims are supported to help reduce the risk of repeat victimisation,
- Victims report improvements to their presenting problem(s),
- Victims are able to have a “voice” to express the way a crime has affected them with a Victim Personal Statement/Business Impact Statement.

II.2.5. Award criteria

Quality criterion - Name: Mobilisation / Weighting: 10 %

Quality criterion - Name: Delivery of service / Weighting: 20 %

Quality criterion - Name: Quality management & Continuous improvement / Weighting: 10 %

Quality criterion - Name: Business processes and administration / Weighting: 5 %

Quality criterion - Name: Employment of staff and volunteers / Weighting: 10 %

Quality criterion - Name: Value added service / Weighting: 5 %

Quality criterion - Name: Case study / Weighting: 10 %

Price - Weighting: 30

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2017/S 157-325621](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

08/01/2017

V.2.2. Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Victim Support

Postal address: 1 Bridge Street

Town: Derby

NUTS code: UKF1 Derbyshire and Nottinghamshire

Postal code: DE1 3HZ

Country: United Kingdom

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 2 743 378,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: The High Court of Justice

Postal address: Royal Courts of Justice, Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

VI.4.2. Body responsible for mediation procedures

Official name: The High Court of Justice

Postal address: Royal Courts of Justice, Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

VI.5. Date of dispatch of this notice

19/03/2018