

**United Kingdom-Norwich: Health and social work services**  
**OJ S 128/2014 08/07/2014**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: NHS South Norfolk Clinical Commissioning Group  
Postal address: Lakeside 400, Old Chapel Way, Broadland Business Park  
Town: Norwich  
Postal code: NR7 OWG  
Country: United Kingdom  
For the attention of: Wendy Hicks  
E-mail: [whicks@nhs.net](mailto:whicks@nhs.net)  
Telephone: +44 1603257010  
**Internet address(es):**  
General address of the contracting authority: <http://www.southnorfolkccg.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**

Health & Wellbeing Volunteer Service.

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

Services  
Main site or place of performance: UKH13  
NUTS code

**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)**

South Norfolk Clinical Commissioning Group (SNCCG, the Commissioner) has procured a Health & Wellbeing Volunteer service which will recruit and support volunteers to work with patients who have long term conditions in their own homes and in community healthcare settings in South Norfolk.  
The service will be available to patients registered with any of the 26 GP practices which make up SNCCG. It will be closely linked to the four GP practice localities and to community nursing, social care teams and support services in order to support a multi-disciplinary and preventative

approach to supporting the health, wellbeing and independence of patients.

This service will recruit, train, manage and support volunteers to work directly with patients in order to promote good health and wellbeing, reduce the likelihood of an unplanned hospital admission, and to manage their conditions better.

The service will be available to people in their own homes and, through partnership working with health organisations, in community healthcare settings.

Volunteers will be undertaking a range of tasks including supporting people to access health and social care services, providing practical support within the home, assisting with support and information to manage a health condition and providing peer support and befriending.

**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: 290 154 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. Volunteer Management: Recruitment, Training & Support. Weighting 10
2. Staffing & Management. Weighting 10
3. Managing Risk & Safeguarding. Weighting 10
4. Service Pathway. Weighting 10
5. Mobilisation. Weighting 10
6. Quality & Performance. Weighting 10
7. Achieving outcomes. Weighting 10
8. Relationships with other organisations. Weighting 10
9. Involving people who use the service. Weighting 10
10. Pricing. Weighting 10

**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 / ANGPROC / 14 / 001

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

Contract notice

## Section V: Award of contract

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Contract No: OAP / ANGPROC / 14 / 001

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

24.6.2014

**V.2. Information about tenders**

Number of tenders received: 1

Number of tenders received by electronic means: 1

**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**

Initial estimated total value of the contract/lot:

Value: 295 602 GBP

excluding VAT

Total value of the procurement:

Value: 290 154 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**

3.7.2014