

**United Kingdom-Newcastle upon Tyne: Health and social work services**

OJ S 126/2019 03/07/2019

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Newcastle City Council (Lead Authority)

Town: Newcastle upon Tyne

NUTS code: UKC22 Tyneside

Country: United Kingdom

Contact person: Becky Polito

E-mail: [corporate.procurement.team@newcastle.gov.uk](mailto:corporate.procurement.team@newcastle.gov.uk)**Internet address(es):**Main address: [www.nepo.org](http://www.nepo.org)**I.1. Name and addresses**

Official name: Darlington Borough Council (Participating Authority)

Town: Darlington

NUTS code: UKC13 Darlington

Country: United Kingdom

Contact person: Sarah Hutchinson

E-mail: [sarah.hutchinson@darlington.gov.uk](mailto:sarah.hutchinson@darlington.gov.uk)**Internet address(es):**Main address: [www.nepo.org](http://www.nepo.org)**I.1. Name and addresses**

Official name: The County Council of Durham (Participating Authority)

Town: Durham

NUTS code: UKC14 Durham CC

Country: United Kingdom

Contact person: Kay Duthie

E-mail: [kay.duthie@durham.gov.uk](mailto:kay.duthie@durham.gov.uk)**Internet address(es):**Main address: [www.nepo.org](http://www.nepo.org)**I.1. Name and addresses**

Official name: The Borough Council of Gateshead (Participating Authority)

Town: Gateshead

NUTS code: UKC22 Tyneside

Country: United Kingdom

Contact person: Julie Young

E-mail: [julieyoung@gateshead.gov.uk](mailto:julieyoung@gateshead.gov.uk)**Internet address(es):**Main address: [www.nepo.org](http://www.nepo.org)

**I.1. Name and addresses**

Official name: Hartlepool Borough Council (Participating Authority)

Town: Hartlepool

NUTS code: UKC11 Hartlepool and Stockton-on-Tees

Country: United Kingdom

Contact person: Kelly Armstrong

E-mail: [kelly.armstrong@hartlepool.gov.uk](mailto:kelly.armstrong@hartlepool.gov.uk)

**Internet address(es):**

Main address: [www.nepo.org](http://www.nepo.org)

**I.1. Name and addresses**

Official name: Middlesbrough Council (Participating Authority)

Town: Middlesbrough

NUTS code: UKC11 Hartlepool and Stockton-on-Tees

Country: United Kingdom

Contact person: Rachel Mawar

E-mail: [rachel\\_mawar@middlesbrough.gov.uk](mailto:rachel_mawar@middlesbrough.gov.uk)

**Internet address(es):**

Main address: [www.nepo.org](http://www.nepo.org)

**I.1. Name and addresses**

Official name: The Council of the Borough of North Tyneside (Participating Authority)

Town: North Tyneside

NUTS code: UKC22 Tyneside

Country: United Kingdom

Contact person: Rebecca Bacon

E-mail: [rebecca.bacon@northtyneside.gov.uk](mailto:rebecca.bacon@northtyneside.gov.uk)

**Internet address(es):**

Main address: [www.nepo.org](http://www.nepo.org)

**I.1. Name and addresses**

Official name: Redcar and Cleveland Borough Council (Participating Authority)

Town: Redcar and Cleveland

NUTS code: UKC11 Hartlepool and Stockton-on-Tees

Country: United Kingdom

Contact person: Judy Libbey

E-mail: [judy.libbey@redcar-cleveland.gov.uk](mailto:judy.libbey@redcar-cleveland.gov.uk)

**Internet address(es):**

Main address: [www.nepo.org](http://www.nepo.org)

**I.1. Name and addresses**

Official name: The Council of the Borough of South Tyneside (Participating Authority)

Town: South Tyneside

NUTS code: UKC22 Tyneside

Country: United Kingdom

Contact person: Karen Dixon

E-mail: [karen.dixon@southtyneside.gov.uk](mailto:karen.dixon@southtyneside.gov.uk)

**Internet address(es):**

Main address: [www.nepo.org](http://www.nepo.org)

**I.1. Name and addresses**

Official name: Stockton-on-Tees Borough Council (Participating Authority)

Town: Stockton  
NUTS code: UKC11 Hartlepool and Stockton-on-Tees  
Country: United Kingdom  
Contact person: Mike Wray  
E-mail: [mike.wray@stockton.gov.uk](mailto:mike.wray@stockton.gov.uk)  
**Internet address(es):**  
Main address: [www.nepo.org](http://www.nepo.org)

**I.1. Name and addresses**

Official name: Together for Children, Sunderland Council (Participating Authority)  
Town: Sunderland  
NUTS code: UKC23 Sunderland  
Country: United Kingdom  
Contact person: Laura Johnstone  
E-mail: [laura.johnstone@togetherforchildren.org.uk](mailto:laura.johnstone@togetherforchildren.org.uk)  
**Internet address(es):**  
Main address: [www.nepo.org](http://www.nepo.org)

**I.2. Information about joint procurement**

The contract involves joint procurement

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: [www.nepo.org](http://www.nepo.org)  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted electronically via: [www.nepo.org](http://www.nepo.org)

**I.4. Type of the contracting authority**

Regional or local authority

**I.5. Main activity**

General public services

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

006200 — NEPO — Children's Complaints, Advocacy and Representations — Opening

**II.1.2. Main CPV code**

85000000 Health and social work services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Newcastle City Council led a competitive commissioning and procurement process on behalf of the North East Procurement Organisation (NEPO) and its member authorities to put in place a Flexible Procurement Agreement (FPA) ([2018/S 127-289711](#)) for services:

A) Children's Advocacy;

B) Complaints and representations (Independent Investigating Officers (IIO), Independent Persons (IP), panel chairs for stage 3 statutory children's social care complaints, panellists for

stage 3 statutory children's social care complaints, and independent persons for secure accommodation reviews.)

The FPA allows new providers to tender to come on to this FPA at certain times during the life of the contract.

This is the first opening of the flexible procurement agreement and providers are invited to bid for Lots 2-6 in July 2019 under reference number DN419011. Opening 2 will be published in September 2019 under reference DN419018.

Providers should go to [www.nepo.org](http://www.nepo.org) to apply for this opportunity.

#### **II.1.5. Estimated total value**

Value excluding VAT: 1 500 000,00 EUR

#### **II.1.6. Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for maximum number of lots: 5

### **II.2. Description**

#### **II.2.1. Title**

Lot 2 - Independent Investigating Officers (IIO) (Children's complaints),  
Lot No: 1

#### **II.2.2. Additional CPV code(s)**

85000000 Health and social work services

#### **II.2.3. Place of performance**

NUTS code: UKC North East (England)

Main site or place of performance: North East of England

#### **II.2.4. Description of the procurement**

The Participating Local Authorities are seeking to appoint multiple individuals from organisations and Sole Traders to deliver Services for the Provision of Independent Investigating Officer Services for Complaints relating to Children's Social Care Services on a non-exclusive basis.

Services could be anywhere in the UK but are anticipated to be mainly within the North East of England.

Multiple Providers will be appointed to the Flexible Procurement Agreement to deliver services under this Lot.

The opportunity can be accessed via the NEPO eTender system. Suppliers wishing to be considered for this Flexible Procurement Agreement must register their expression of interest and submit a tender through the NEPO eTender system. If not already registered, tenderers should register on the NEPO eTender system at <https://procontract.due-north.com/register?openform>. Tenders must be submitted using the link above. Tenders submitted via postal or email methods will not be accepted. If you require time-critical assistance on submitting your Tender please contact the System Support Team on 0330 0050352. For non-time critical issues, such as passwords, general account queries and location of information etc. please contact Proactis Supplier Support Helpdesk Ticketing System (<http://proactis.kayako.com>) and select ProContractV3 support. You will then need to log in or submit a ticket to register your issue. Alternatively, you can [emailProContractSuppliers@proactis.com](mailto:emailProContractSuppliers@proactis.com) this will automatically log a support ticket on the Proactis Supplier Support Helpdesk. Successful suppliers will enter into a Flexible Procurement Agreement in a form which is set out in the procurement documents. The lead authority does not give any guarantee and/or warrant the actual value of

the goods/works/services (if any) which will be placed with the successful suppliers by any participating organisation using the Framework Contract pursuant to this process and accepts no liability thereof.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6. Estimated value**

**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

There are two options to extend of up to six-months each

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: yes

Description of options:

The duration of this agreement is 24-months plus 2 x up to six-months options to extend

**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**

**II.2. Description**

**II.2.1. Title**

Lot 3 - Independent Persons (IP) (Children's Complaints)

Lot No: 2

**II.2.2. Additional CPV code(s)**

85000000 Health and social work services

**II.2.3. Place of performance**

NUTS code: UKC North East (England)

Main site or place of performance: North East of England

**II.2.4. Description of the procurement**

The Participating Local Authorities are seeking to appoint multiple individuals from organisations and Sole Traders to deliver Services for the Provision of Independent Person's Services for Complaints relating to Children's Social Care Services on a non-exclusive basis. Services could be anywhere in the UK but are anticipated to be mainly within the North East of England.

Multiple Providers will be appointed to the Flexible Procurement Agreement to deliver services under this Lot.

The opportunity can be accessed via the NEPO eTender system. Suppliers wishing to be considered for this Flexible Procurement Agreement must register their expression of interest and submit a tender through the NEPO eTender system. If not already registered, tenderers

should register on the NEPO eTender system at <https://procontract.due-north.com/register?open> form. Tenders must be submitted using the link above. Tenders submitted via postal or email methods will not be accepted. If you require time-critical assistance on submitting your Tender please contact the System Support Team on 0330 0050352. For non-time critical issues, such as passwords, general account queries and location of information etc. please contact Proactis Supplier Support Helpdesk Ticketing System (<http://proactis.kayako.com>) and select ProContractV3 support. You will then need to log in or submit a ticket to register your issue. Alternatively, you can [emailProContractSuppliers@proactis.com](mailto:emailProContractSuppliers@proactis.com) this will automatically log a support ticket on the Proactis Supplier Support Helpdesk. Successful suppliers will enter into a Flexible Procurement Agreement in a form which is set out in the procurement documents. The lead authority does not give any guarantee and/or warrant the actual value of the goods/works/services (if any) which will be placed with the successful suppliers by any participating organisation using the Framework Contract pursuant to this process and accepts no liability thereof.

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

#### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

There are two options to extend of up to six-months each

#### **II.2.10. Information about variants**

Variants will be accepted: no

#### **II.2.11. Information about options**

Options: yes

Description of options:

The duration of this agreement is 24 months plus 2 x up to six-months options to extend

#### **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**

##### **II.2. Description**

##### **II.2.1. Title**

Lot 4 - Panel Chairs for stage three statutory Children's Social Care complaints

Lot No: 3

##### **II.2.2. Additional CPV code(s)**

85000000 Health and social work services

##### **II.2.3. Place of performance**

NUTS code: UKC North East (England)

Main site or place of performance: North East of England

#### **II.2.4. Description of the procurement**

The Participating Local Authorities are seeking to appoint multiple individuals from organisations and Sole Traders to deliver Services as Panel Chairs for the Provision of Stage 3 Services for Complaints relating to Children's Social Care Services on a non-exclusive basis. Services could be anywhere in the UK but are anticipated to be mainly within the North East of England.

Multiple Providers will be appointed to the Flexible Procurement Agreement to deliver services under this Lot.

The opportunity can be accessed via the NEPO eTender system. Suppliers wishing to be considered for this Flexible Procurement Agreement must register their expression of interest and submit a tender through the NEPO eTender system. If not already registered, tenderers should register on the NEPO eTender system at <https://procontract.due-north.com/register?openform>. Tenders must be submitted using the link above. Tenders submitted via postal or email methods will not be accepted. If you require time-critical assistance on submitting your Tender please contact the System Support Team on 0330 0050352. For non-time critical issues, such as passwords, general account queries and location of information etc. please contact Proactis Supplier Support Helpdesk Ticketing System (<http://proactis.kayako.com>) and select ProContractV3 support. You will then need to log in or submit a ticket to register your issue. Alternatively, you can [emailProContractSuppliers@proactis.com](mailto:emailProContractSuppliers@proactis.com) this will automatically log a support ticket on the Proactis Supplier Support Helpdesk. Successful suppliers will enter into a Flexible Procurement Agreement in a form which is set out in the procurement documents. The lead authority does not give any guarantee and/or warrant the actual value of the goods/works/services (if any) which will be placed with the successful suppliers by any participating organisation using the Framework Contract pursuant to this process and accepts no liability thereof.

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

#### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

There are two options to extend of up to six-months each

#### **II.2.10. Information about variants**

Variants will be accepted: no

#### **II.2.11. Information about options**

Options: yes

Description of options:

The duration of this agreement is 24 months plus 2 x up to six-months options to extend

#### **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**

### **II.2. Description**

**II.2.1. Title**

Lot 5 - Panellists for stage three statutory Children's Social Care complaints  
Lot No: 4

**II.2.2. Additional CPV code(s)**

85000000 Health and social work services

**II.2.3. Place of performance**

NUTS code: UKC North East (England)

Main site or place of performance: North East of England

**II.2.4. Description of the procurement**

The Participating Local Authorities are seeking to appoint multiple individuals from organisations and Sole Traders to deliver Services as Panellists for the Provision of Stage 3 Services for Complaints relating to Children's Social Care Services on a non-exclusive basis. Services could be anywhere in the UK but are anticipated to be mainly within the North East of England.

Multiple Providers will be appointed to the Flexible Procurement Agreement to deliver services under this Lot.

The opportunity can be accessed via the NEPO eTender system. Suppliers wishing to be considered for this Flexible Procurement Agreement must register their expression of interest and submit a tender through the NEPO eTender system. If not already registered, tenderers should register on the NEPO eTender system at <https://procontract.due-north.com/register?openform>. Tenders must be submitted using the link above. Tenders submitted via postal or email methods will not be accepted. If you require time-critical assistance on submitting your Tender please contact the System Support Team on 0330 0050352. For non-time critical issues, such as passwords, general account queries and location of information etc. please contact Proactis Supplier Support Helpdesk Ticketing System (<http://proactis.kayako.com>) and select ProContractV3 support. You will then need to log in or submit a ticket to register your issue. Alternatively, you can email [ProContractSuppliers@proactis.com](mailto:ProContractSuppliers@proactis.com) this will automatically log a support ticket on the Proactis Supplier Support Helpdesk. Successful suppliers will enter into a Flexible Procurement Agreement in a form which is set out in the procurement documents. The lead authority does not give any guarantee and/or warrant the actual value of the goods/works/services (if any) which will be placed with the successful suppliers by any participating organisation using the Framework Contract pursuant to this process and accepts no liability thereof.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6. Estimated value****II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

There are two options to extend of up to six-months each

**II.2.10. Information about variants**

Variants will be accepted: no

### **II.2.11. Information about options**

Options: yes

Description of options:

The duration of this agreement is 24 months plus 2 x up to six-months options to extend.

### **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**

#### **II.2. Description**

##### **II.2.1. Title**

Lot 6 - Independent Persons for Secure Accommodation Reviews

Lot No: 5

##### **II.2.2. Additional CPV code(s)**

85000000 Health and social work services

##### **II.2.3. Place of performance**

NUTS code: UKC North East (England)

Main site or place of performance: North East of England

##### **II.2.4. Description of the procurement**

The Participating Local Authorities are seeking to appoint multiple individuals from organisations and Sole Traders to deliver Services for the Provision of Secure Accommodation Review Services relating to Children's Social Care Services on a non-exclusive basis. Services could be anywhere in the UK but are anticipated to be mainly within the North East of England.

Multiple Providers will be appointed to the Flexible Procurement Agreement to deliver services under this Lot.

The opportunity can be accessed via the NEPO eTender system. Suppliers wishing to be considered for this Flexible Procurement Agreement must register their expression of interest and submit a tender through the NEPO eTender system. If not already registered, tenderers should register on the NEPO eTender system at <https://procontract.due-north.com/register?openform>. Tenders must be submitted using the link above. Tenders submitted via postal or email methods will not be accepted. If you require time-critical assistance on submitting your Tender please contact the System Support Team on 0330 0050352. For non-time critical issues, such as passwords, general account queries and location of information etc. please contact Proactis Supplier Support Helpdesk Ticketing System (<http://proactis.kayako.com>) and select ProContractV3 support. You will then need to log in or submit a ticket to register your issue. Alternatively, you can email [ProContractSuppliers@proactis.com](mailto:ProContractSuppliers@proactis.com) this will automatically log a support ticket on the Proactis Supplier Support Helpdesk. Successful suppliers will enter into a Flexible Procurement Agreement in a form which is set out in the procurement documents. The lead authority does not give any guarantee and/or warrant the actual value of the goods/works/services (if any) which will be placed with the successful suppliers by any participating organisation using the Framework Contract pursuant to this process and accepts no liability thereof.

##### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

## **II.2.6. Estimated value**

## **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

There are two options to extend of up to six months each

## **II.2.10. Information about variants**

Variants will be accepted: no

## **II.2.11. Information about options**

Options: yes

Description of options:

The duration of this agreement is 24 months plus 2 x up to six-months each

## **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**

### **II.2. Description**

#### **II.2.1. Title**

Lot 1 - Children's Advocacy

Lot No: 6

#### **II.2.2. Additional CPV code(s)**

85000000 Health and social work services

#### **II.2.3. Place of performance**

NUTS code: UKC North East (England)

Main site or place of performance: Applications are not being taken for this Lot. A single Provider has already been appointed to deliver services under this Lot.

#### **II.2.4. Description of the procurement**

Applications are not being taken for this Lot. A single Provider has already been appointed to deliver services under this Lot.

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

## **II.2.6. Estimated value**

## **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

There are two options to extend of up to six-months each

## **II.2.10. Information about variants**

Variants will be accepted: no

#### **II.2.11. Information about options**

Options: yes

Description of options:

The duration of this agreement is 24-months plus 2 x up to six-months options to extend.

#### **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**

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#### **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: no

#### **IV.2. Administrative information**

##### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2018/S 127-289711](#)

##### **IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 31/07/2019 Local time: 17:00

##### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

##### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

##### **IV.2.7. Conditions for opening of tenders**

Date: 01/08/2019 Local time: 11:00

Place:

Newcastle Civic Centre

Information about authorised persons and opening procedure: Craig Winter/Nicolas Townsend /Helen Ord (legal representatives for Newcastle City Council).

### **Section VI: Complementary information**

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#### **VI.1. Information about recurrence**

This is a recurrent procurement: no

#### **VI.3. Additional information**

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: Newcastle City Council

Town: not applicable  
Country: United Kingdom

**VI.5. Date of dispatch of this notice**

27/06/2019