

United Kingdom-Ipswich: Health and social work services

OJ S 132/2019 11/07/2019

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Suffolk Police and Crime Commissioner  
National registration number: N/A  
Postal address: Police Headquarters, Martlesham Heath  
Town: Ipswich  
NUTS code: UKH East of England  
Postal code: IP5 3QS  
Country: United Kingdom  
Contact person: Andrew Taylor  
E-mail: [taylora1@norfolk.pnn.police.uk](mailto:taylora1@norfolk.pnn.police.uk)  
Telephone: +44 19534256992885  
Fax: +44 1953424255  
**Internet address(es):**  
Main address: <http://www.suffolk.police.uk>

**I.1. Name and addresses**

Official name: Office of the Police and Crime Commissioner for Norfolk  
Postal address: Building 8, OCC, Jubilee House, Falconers Chase  
Town: Wymondham  
NUTS code: UKH East of England  
Postal code: NR18 0WW  
Country: United Kingdom  
Contact person: Andrew Taylor  
E-mail: [taylora1@norfolk.pnn.police.uk](mailto:taylora1@norfolk.pnn.police.uk)  
Telephone: +44 19534256992885  
**Internet address(es):**  
Main address: <http://www.suffolk.police.uk>

**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: [https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=28874&B=BLUELIGHT](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=28874&B=BLUELIGHT)  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted electronically via: [https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=28874&B=BLUELIGHT](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=28874&B=BLUELIGHT)  
Tenders or requests to participate must be submitted to the abovementioned address

**I.4.**

## **Type of the contracting authority**

Body governed by public law

### **I.5. Main activity**

Public order and safety

## **Section II: Object**

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

#### **II.1.1. Title**

Victim Care Service for the population of Norfolk and Suffolk  
Reference number: 2019-009

#### **II.1.2. Main CPV code**

85000000 Health and social work services

#### **II.1.3. Type of contract**

Services

#### **II.1.4. Short description**

Delivery of a victim of crime care service, that provides for the population of Norfolk and Suffolk in accordance with The Ministry of Justice Code of Practice.

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

Value excluding VAT: 31 500 000,00 GBP

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

This contract is divided into lots: no

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

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

85100000 Health services, 85300000 Social work and related services, 85310000 Social work services, 85311000 Social work services with accommodation, 85312000 Social work services without accommodation, 85320000 Social services, 85323000 Community health services

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

NUTS code: UKH East of England

NUTS code: UK United Kingdom

Main site or place of performance: Counties of Norfolk and Suffolk.

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

To deliver the Norfolk and Suffolk Victim Care service to achieve the following outcomes:

- 1) Clients (and where applicable their families) are able to cope with and recover from the impact of their experiences;
- 2) Improved community/practitioner awareness of the Norfolk and Suffolk Victim Care and its purpose and service offer;
- 3) Provides an integrated victim assessment, support and referral system which meets the individual needs of every victim it serves, including when the victim is also a witness of crime;
- 4) All victim assessment, support and referral services provided by Norfolk and Suffolk Victim Care are accessible to those with protected characteristics, by working directly with clients and /or where appropriate and beneficial, advocates and carers;

- 5) Provides a service which, as a minimum, meets the requirements defined by the Victims Code of Practice;
- 6) Provides a system that will ensure that each and every victim will be made fully aware of the support the system can offer them, including that they can receive a full assessment of their needs and referral to the right support identified as able to help them cope, recover and thrive;
- 7) Delivers a single point of contact/case management approach that ensures that services provided directly and specialised services provided by third parties are managed according to a victim management plan which provides consistent contact with the victim;
- 8) Has in place systems to capture and report all service performance, quality and outcomes measures;
- 9) Meets all service performance, quality and outcomes measures and reports against these to the OPCCS;
- 10) Integrates with and if necessary supports existing criminal justice agencies, services and processes including Norfolk and Suffolk Constabularies' Victim and Witness Care Unit, the Witness Care Unit, and Court processes for victim and witness management and support;
- 11) Operates during optimum delivery times for victims, according to need.

#### **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**

Value excluding VAT: 3 150 000,00 GBP

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

2 x 12 month extensions either awarded individually or in their entirety.

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

Variants will be accepted: no

#### **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 III: Legal, economic, financial and technical information**

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#### **III.1. Conditions for participation**

##### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

Criteria as stated in the procurement documents.

##### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:  
Criteria as stated in the procurement documents.

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

Date: 15/08/2019 Local time: 12:00

#### **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.2.6. Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 18/10/2019

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

Date: 15/08/2019 Local time: 12:00

Place:

Electronically via the Bluelight portal.

Information about authorised persons and opening procedure: Stephanie Stearman or Andrew Taylor will open the tender safe.

## **Section VI: Complementary information**

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

This is a recurrent procurement: no

### **VI.2. Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

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

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

Official name: The High Court

Postal address: The Strand

Town: London

Postal code: WC2A 2LL  
Country: United Kingdom  
Telephone: +44 2079476000

**VI.4.2. Body responsible for mediation procedures**

Official name: PDRS  
Postal address: BiP Solutions, Medius 60, Pacific Way  
Town: Glasgow  
Postal code: G51 1DZ  
Country: United Kingdom  
Telephone: +44 8452707055

**VI.4.4. Service from which information about the review procedure may be obtained**

Official name: Suffolk Police and Crime Commissioner  
Postal address: Police HQ, Portal Ave, Martelsham Heath  
Town: Ipswich  
Postal code: IP5 3QS  
Country: United Kingdom  
E-mail: [oppcn@suffolk.pnn.police.uk](mailto:oppcn@suffolk.pnn.police.uk)  
Telephone: +44 1473782773  
Internet address: <https://www.suffolk-pcc.gov.uk/>

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

08/07/2019