

United Kingdom-Ipswich: Health and social work services
OJ S 201/2019 17/10/2019
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

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
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
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.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

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.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 3 197 121,00 GBP

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

Quality criterion - Name: Quality / Weighting: 70 %

Price - Weighting: 30.00 %

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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2019/S 132-324304](#)

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

Contract No: 2019-009

Title:

Victim Care Service for the Population of Norfolk and Suffolk

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

15/10/2019

V.2.2. Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

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: UKG West Midlands (England)

Postal code: DE1 3HZ

Country: United Kingdom

E-mail: [bidding@victimsupport.org.uk](mailto: bidding@victimsupport.org.uk)

Telephone: +44 7931864119

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 3 200 000,00 GBP

Total value of the contract/lot: 3 197 121,00 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

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

Telephone: +44 1473782773

Internet address: <https://www.suffolk-pcc.gov.uk/>

VI.5. Date of dispatch of this notice

15/10/2019