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Contract

Parent Carer Needs Assessment and Support

Norfolk County Council

F03: Contract award notice

Notice identifier: 2025/S 000-000329

Procurement identifier (OCID): ocds-h6vhtk-04abba

Published 7 January 2025, 1:11pm

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

www.norfolk.gov.uk

Buyer's address

<https://in-tendhost.co.uk/norfolkcc/aspx/Home>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Parent Carer Needs Assessment and Support

Reference number

NCCT42818

II.1.2) Main CPV code

- 85320000 - Social services

II.1.3) Type of contract

Services

II.1.4) Short description

Norfolk County Council's contract for the provision of Parent Carer Needs Assessment and Support service is due to end on the 31st of March 2025. The Council has awarded a new contract due to commence on the 1st of April 2025. The service is aimed at assessing and supporting the parent/carer of disabled children in Norfolk, so they are better able to meet the needs of their child(ren).

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £509,977

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKH17 - Breckland and South Norfolk
- UKH16 - North and West Norfolk
- UKH15 - Norwich and East Norfolk

Main site or place of performance

Across Norfolk

II.2.4) Description of the procurement

The Council has award a contract for a service that will enable parent carers to improve their confidence in their ability to support and meet the needs of their child, helping to reduce crisis and need for other services, and improve relationships between parent carers and their family members including the cared for. The service will deliver this by helping the parent carers connect with support services, improving the wellbeing of parent carers by reducing loneliness and isolation by providing opportunities to connect and meet other parent carers in a similar situation, and improving their understanding of what support is available, ensuring they can access this in a timelier way.

II.2.5) Award criteria

Quality criterion - Name: Quality questions / Weighting: 95

Price - Weighting: 5

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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: [2024/S 000-032961](#)

Section V. Award of contract

Contract No

NCCT42818

Title

Parent Carers Assessment and Support

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 January 2025

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 2

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

Number of tenders received from tenderers from non-EU Member States: 5

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

Kids

Sutton Coldfield

Country

United Kingdom

NUTS code

- UKG31 - Birmingham

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £510,000

Total value of the contract/lot: £509,977

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Norfolk County Council

Norwich

NR1 2DH

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Norfolk County Council

Norwich

NR1 2DH

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for lodging appeals: The Public Contracts Regulations 2015 (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Proceedings must be brought within 30 days from the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the Court considers that there is good reason for extending the period within which proceedings may be brought, in which case the Court may extend that period up to a maximum of 3 months from the date of knowledge.