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Tender

Statutory Advocacy Services

Norfolk County Council

F02: Contract notice

Notice identifier: 2024/S 000-000543

Procurement identifier (OCID): ocds-h6vhtk-03fbab

Published 8 January 2024, 3:19pm

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.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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

Statutory Advocacy Services

Reference number

NCCT42750

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Norfolk County Council has a number of statutory duties to ensure the provision of advocacy services, including NHS complaints advocacy, IMHA, IMCA and ISCA. This procurement is for advocacy that supports a person's involvement in the processes laid out in the Health and Social Care Act 2012, the Mental Health Act 2007, Mental Health Act 1983 and revised Mental Health Act Code of Practice 2014, the Care Act 2014 and the Mental Capacity Act 2005. Full details of the requirement can be found in the Service Specification, which forms a Schedule to the Terms and Conditions.

II.1.5) Estimated total value

Value excluding VAT: £4,800,000

II.1.6) Information about lots

This contract is divided into lots: No

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

II.2.4) Description of the procurement

Norfolk County Council has a number of statutory duties to ensure the provision of advocacy services, including NHS complaints advocacy, IMHA, IMCA and ISCA. The service manages around 4,000 new advocacy cases a year. This is a demand-led service and while levels of demand fluctuated during Covid lockdown, the general trend has been one of rising demand. This procurement is for advocacy that supports a person's involvement in the processes laid out in the Health and Social Care Act 2012, the Mental Health Act 2007, Mental Health Act 1983 and revised Mental Health Act Code of Practice 2014, the Care Act 2014 and the Mental Capacity Act 2005. Full details of the requirement

can be found in the Service Specification, which forms a Schedule to the Terms and Conditions.

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: £4,800,000

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

Duration in months

84

This contract is subject to renewal

No

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

The value stated above is for the full potential term of the agreement. This contract is being let on a 3 years + 4 years basis.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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: [2023/S 000-026788](#)

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

Date

15 February 2024

Local time

11:00am

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

English

IV.2.7) Conditions for opening of tenders

Date

15 February 2024

Local time

11:02am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This procurement will be managed electronically via the Council's e-procurement system. To participate in this procurement, applicants must first be registered on the system at <https://in-tendhost.co.uk/norfolkcc>. Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc/asp/BuyerProfiles>. Once registered you will be able to see the procurement project under the `tenders` section and `express an interest` to view the documentation. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing support@in-tend.co.uk.

VI.4) Procedures for review

VI.4.1) Review body

Norfolk County Council

Norwich

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

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.