

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/001993-2025>

Tender

Victim Care Services for the counties of Norfolk & Suffolk

7 Force Commercial Services

F02: Contract notice

Notice identifier: 2025/S 000-001993

Procurement identifier (OCID): ocds-h6vhtk-04d4f2

Published 21 January 2025, 11:24am

Section I: Contracting authority

I.1) Name and addresses

7 Force Commercial Services

Suffolk Constabulary

Martlesham Heath

IP5 3QS

Contact

Louise Larter

Email

louise.larter@suffolk.police.uk

Country

United Kingdom

Region code

UKH1 - East Anglia

Internet address(es)

Main address

<https://7force.force.com>

Buyer's address

<https://7force.force.com>

I.3) Communication

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

<https://7force.force.com>

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

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 Services for the counties of Norfolk & Suffolk

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

The Police and Crime Commissioner for Norfolk and The Police and Crime Commissioner for Suffolk is procuring a contract for the provision of a victim care services for the counties of Norfolk & Suffolk.

II.1.5) Estimated total value

Value excluding VAT: £2,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKH1 - East Anglia

Main site or place of performance

Suffolk & Norfolk

II.2.4) Description of the procurement

The Police and Crime Commissioners (PCCs) for Norfolk and Suffolk are undertaking a procurement process for the future delivery of the multi-crime referral, assessment and victim support service: Norfolk and Suffolk Victim Care (NSVC). Supporting victims is a key part of the Police and Crime Plans in each county. Within the current plans there is a commitment to work in partnership to commission and provide effective services that support victims. The opportunity is for a 3 year contract with two potential extensions of 12 months. The contract being procured is estimated to be between £1,500,000 and £2,500,000 depending on whether the contract is to be extended.

This opportunity is available via the 7 Force Commercial Tendering Portal. To register, visit https://7force.force.com/ProSpend_eSourcing_Community_Registration?locale=uk

If you are already registered on the Portal, you can login here:

<https://7force.force.com/login>

Once logged in, visit the 'Find Opportunities' section and click 'Register Interest'. Follow the steps to view the documents

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: £2,500,000

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

Start date

1 October 2025

End date

30 September 2028

This contract is subject to renewal

Yes

Description of renewals

2 optional extensions of 12 months:
01/10/2028 - 30/09/2029

01/10/2029 - 30/09/2030

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

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

Date

19 March 2025

Local time

12:00pm

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: 1 October 2025

IV.2.7) Conditions for opening of tenders

Date

19 March 2025

Local time

12:00pm

Section VI. Complementary information

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

A TUPE Confidentiality Undertaking must be signed by bidders prior to them receiving TUPE information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>

VI.4.2) Body responsible for mediation procedures

BiP Solutions

Medius 60, Pacific Way

Glasgow

G51 1DZ

Country

United Kingdom

Internet address

<https://www.bipsolutions.com/>