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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): ocids-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](mailto: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

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## **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](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

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## **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

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## **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/>