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Tender

## **Advice and Mediation for Foster Carers**

Norfolk County Council

F02: Contract notice

Notice identifier: 2024/S 000-002340

Procurement identifier (OCID): ocds-h6vhtk-0433f8

Published 23 January 2024, 5:59pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 1DH

#### **Email**

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH15 - Norwich and East Norfolk

#### **Internet address(es)**

Main address

[www.norfolk.gov.uk](http://www.norfolk.gov.uk)

Buyer's address

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Advice and Mediation for Foster Carers

Reference number

NCCT42857

#### **II.1.2) Main CPV code**

- 85300000 - Social work and related services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Norfolk County Council wishes to award a contract to a Provider to deliver an independent advice and mediation service which can be purchased by fostering services in England. It is designed for the following service users: foster carers, their families and members of the fostering service's staff.

#### **II.1.5) Estimated total value**

Value excluding VAT: £350,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 85300000 - Social work and related services
- 85312310 - Guidance services
- 85312000 - Social work services without accommodation

#### **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 wishes to award a contract to a Provider to deliver an independent advice and mediation service which can be purchased by fostering services in England. It is designed for the following service users: foster carers, their families and members of the fostering service's staff. The service does not seek to replace the support provided by the fostering service to the carer. It aims to complement it; therefore, it is essential that ongoing communication is maintained for swift resolution of any issues that may originate from either appropriate challenge, miscommunication or issues around practice on any part. The often isolated and sometimes vulnerable position of many carers means that they need access to an independent source of advice and support in addition to that provided by the fostering team. Advice and mediation workers advise carers by phone, letter, e-mail or in person about any aspect of fostering that requires independent, confidential advice. If allegations or complaints have been received about carers, advice and mediation workers prioritise working with them. As well as listening to and advising carers and their families, workers may support carers to interpret and respond to written material. As part of their job, advice and mediation workers work with each fostering service to ensure that carers are aware of the service and encouraged to use it.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Price / Weighting: 30

#### **II.2.6) Estimated value**

Value excluding VAT: £350,000

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

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

The initial contract period is for 36 months with the option to extend for a further 84 months. The value is based on entire duration of the contract including any extensions.

#### **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 III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Detailed in the invitation to tender.

##### **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

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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

22 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

22 February 2024

Local time

11:05am

Place

via in-tend

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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**

This procurement will be managed electronically via the Council's e-procurement system. To participate in this procurement, applicants must first be registered on <https://in-tendhost.co.uk/norfolkcc> (<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> (<https://in-tendhost.co.uk/norfolkcc/asp/BUYERPROFILE>). Once registered you will be able to see the procurement project under '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 +448442728810 or emailing [support@in-tend.co.uk](mailto:support@in-tend.co.uk).

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Norfolk County Council - Head of Sourcing

Norwich

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

NPLaw

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.

### **VI.4.4) Service from which information about the review procedure may be obtained**

Norfolk County Council - Procurement

Norwich

Country

United Kingdom