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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

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 electronically via

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

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

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

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

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

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