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Contract

## **Victim Referral Service**

Police and Crime Commissioner for North Wales  
Police & Crime Commissioner for Dyfed Powys

F03: Contract award notice

Notice identifier: 2024/S 000-003637

Procurement identifier (OCID): ocds-h6vhtk-03fd0f

Published 5 February 2024, 9:49am

## **Section I: Contracting authority**

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

Police and Crime Commissioner for North Wales  
  
Force Headquarters, Glan-y -don, Abergele Road,  
  
Colwyn Bay, North Wales  
  
LL29 8AW

#### **Contact**

Kim Richards

#### **Email**

[Kim.Richards@northwales.police.uk](mailto:Kim.Richards@northwales.police.uk)

#### **Country**

United Kingdom

#### **Region code**

UKL - Wales

**National registration number**

n/a

**Internet address(es)**

Main address

<http://www.north-wales.police.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/33183>

**I.1) Name and addresses**

Police & Crime Commissioner for Dyfed Powys

Dyfed Powys Police HQ, Llangunnor Road, Carmarthen

Carmarthen

SA31 2PF

**Contact**

Kim Richards

**Email**

[Kim.Richards@northwales.police.uk](mailto:Kim.Richards@northwales.police.uk)

**Country**

United Kingdom

**Region code**

UKL - Wales

**National registration number**

n/a

**Internet address(es)**

Main address

<https://www.dyfed-powys.police.uk/>

**I.2) Information about joint procurement**

The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national procurement law

North Wales Police are the procurement lead. This tender is being run on behalf of the Police & Crime Commissioner for North Wales, and also the Police & Crime Commissioner for Dyfed Powys.

**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 Referral Service

Reference number

78218

#### II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

North Wales Police & Dyfed Powys Police are looking for Suppliers to provide a Victim Referral Service within their respective Force areas.

The tender will be structured in Lots; Lot 1 - North Wales Police and Lot 2 - Dyfed Powys Police, and will be evaluated and awarded respectively. North Wales Police are the Procurement lead.

The contract will commence on 01.04.24 for an initial period of 3 years, with the option to extend for a further 2x 12 month periods.

Potential suppliers should be aware that the TUPE regulations will apply to this contract, detailed information will be provided on receipt of the signed confidentiality agreement.

Further information and documentation is available on the EU Supply/Bluelight E-tendering system at <https://uk.eu-supply.com/login.asp?B=BLUELIGHT>

Any questions should be raised via the Messaging section, no correspondence will be entered into outside of the system. The closing date is 2pm on 17th October 2023

#### II.1.6) Information about lots

This contract is divided into lots: Yes

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £2,650,000

## **II.2) Description**

### **II.2.1) Title**

Victim Referral Service - North Wales

Lot No

1

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

- 79512000 - Call centre
- 85000000 - Health and social work services
- 85320000 - Social services
- 85323000 - Community health services

### **II.2.3) Place of performance**

NUTS codes

- UKL - Wales

Main site or place of performance

LL29 8AW

### **II.2.4) Description of the procurement**

North Wales Police & Dyfed Powys Police are looking for Suppliers who can provide a Victim Referral Service to victims of crime within their respective Force areas.

The tender will be structured in Lots; Lot 1 for the North Wales Police Service and Lot 2 for the Dyfed Powys Police Service. Each Lot will be evaluated separately and awarded to the top scoring supplier for that Lot. North Wales Police Procurement will lead on this tender on behalf of both Forces.

The contract will commence on 1st April 2024 for an initial period of 3 years, with the option to extend for a further 2 years in multiples of 12 months.

Potential suppliers should be aware that the TUPE regulations will apply to this tender/contract, detailed information will be provided to interested suppliers who sign and return the confidentiality agreement.

Further information and documentation is available on the EU Supply/Bluelight E-tendering system at <https://uk.eu-supply.com/login.asp?B=BLUELIGHT>

Any questions should be raised via the Messaging section of the Tender, please note that no correspondence will be entered into outside of the system.

The closing date for responses is 2pm on 17th October 2023.

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

Quality criterion - Name: As listed in the tender documentation / Weighting: 60

Cost criterion - Name: Cost / Weighting: 40

### **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) Description**

### **II.2.1) Title**

Victim Referral Service - Dyfed Powys

Lot No

2

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

- 79512000 - Call centre
- 85000000 - Health and social work services
- 85320000 - Social services

- 85323000 - Community health services

### **II.2.3) Place of performance**

NUTS codes

- UKL - Wales

### **II.2.4) Description of the procurement**

North Wales Police & Dyfed Powys Police are looking for Suppliers who can provide a Victim Referral Service to victims of crime within their respective Force areas.

The tender will be structured in Lots; Lot 1 for the North Wales Police Service and Lot 2 for the Dyfed Powys Police Service. Each Lot will be evaluated separately and awarded to the top scoring supplier for that Lot. North Wales Police Procurement will lead on this tender on behalf of both Forces.

The contract will commence on 1st April 2024 for an initial period of 3 years, with the option to extend for a further 2 years in multiples of 12 months.

Potential suppliers should be aware that the TUPE regulations will apply to this tender/contract, detailed information will be provided to interested suppliers who sign and return the confidentiality agreement.

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The closing date for responses is 2pm on 17th October 2023.

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

Quality criterion - Name: As per the tender documentation / Weighting: 60

Cost criterion - Name: Cost / Weighting: 40

### **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.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-027342](#)

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## **Section V. Award of contract**

### **Contract No**

1

### **Lot No**

1

### **Title**

Victim Referral Service

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 February 2024



### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

Victim Support

Ground Floor, Building 3, Eastern Business Park, Wern Fawr Lane, Old St Mellons,  
Cardiff

Cardiff

CF3 5EA

Country

United Kingdom

NUTS code

- UKL - Wales

The contractor is an SME

No

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Lowest offer: £2,650,000 / Highest offer: £2,650,000 taken into consideration

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## **Section VI. Complementary information**

### **VI.3) Additional information**

At this stage, an award is being made for Lot 1. Details of the Award for Lot 2 will follow.

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

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

Head of Procurement

North Wales Police Force Headquarters

Colwyn Bay

LL29 8AW

Email

[procurement@northwales.police.uk](mailto:procurement@northwales.police.uk)

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Standstill period.