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Contract

DOJ - Advocacy Support Service for Victims of Domestic and Sexual Violence and Abuse

Department of Justice NI
Police Service of Northern Ireland

F03: Contract award notice

Notice identifier: 2021/S 000-007588

Procurement identifier (OCID): ocds-h6vhtk-02a515

Published 12 April 2021, 1:24pm

Section I: Contracting authority

I.1) Name and addresses

Department of Justice NI

c/o Construction and Procurement Delivery, Clare House, 303 Airport Road West

BELFAST

BT3 9ED

Email

justice.cpd@finance-ni.gov.uk

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

<https://www.justice-ni.gov.uk/>

Buyer's address

<https://www.finance-ni.gov.uk/topics/procurement>

I.1) Name and addresses

Police Service of Northern Ireland

Brooklyn

Belfast

BT5 6LE

Email

justice.cpd@finance-ni.gov.uk

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

<https://www.psni.police.uk/>

Buyer's address

<https://www.finance-ni.gov.uk/topics/procurement>

I.2) Information about joint procurement

The contract involves joint procurement

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

DOJ - Advocacy Support Service for Victims of Domestic and Sexual Violence and Abuse

Reference number

ID2934500

II.1.2) Main CPV code

- 85312310 - Guidance services

II.1.3) Type of contract

Services

II.1.4) Short description

DoJ, in partnership with the Police Service of Northern Ireland (PSNI), wishes to appoint a service provider to deliver a new Northern Ireland-wide advocacy service to support qualifying victims of domestic and sexual violence and abuse (including those reporting to the police, or those who are subject to Multi Agency Risk Assessment Conference (MARAC) or report to the Rowan Sexual Assault Referral Centre (SARC)). The overall purpose of the new service is to provide co-ordinated and tailored support, responsive to individual need, in partnership with established services. It will mean victims are well-informed and listened to and that they are referred on to specialist services, as may be required, for further support and care. The service is intended to help victims feel safe and to help ensure that the risk of any further harm, especially serious harm, is greatly reduced or eliminated. This contract involves the provision and management of a new advocacy service on behalf of DoJ and PSNI - "the Clients". Tackling domestic and sexual violence and abuse is a key priority for the Justice Minister, as well as for the PSNI

Chief Constable, and much work has already been taken forward, and continues to be taken forward to try to address this issue - at a strategic, as well as an operational, level and in partnership with the other Departments within the Executive and statutory and voluntary sector bodies. The primary aim of the new service is to provide victims of domestic and/or sexual violence and abuse with access to a high quality and streamlined support service tailored to individual need. This can have positive outcomes for victims accessing the service. For some, this may be in terms of helping to keep them safe and reduce or eliminate risk of any further harm, especially serious harm. For others, an advocate could be considered a lynchpin to ensuring they remain engaged in the criminal justice system. The ability to provide a more positive experience for the victim could potentially lead to enhanced confidence in the system more generally. The primary objectives of the advocacy service will be to:

- act as a first point of contact for victims of domestic and sexual violence and abuse to enable them to better cope with the aftermath of that crime;
- assess individual need and risk and develop a safety support plan tailored to individual need;
- offer accurate, timely, non-judgemental and impartial support and signposting information in relation to domestic and sexual violence and abuse on a range of issues and encouraging victims to report crimes/incidents to PSNI;
- provide guidance and information, referring victims on to other statutory and non-statutory agencies for specialist support as appropriate;
- help maintain and encourage engagement of victims experiencing domestic and sexual violence and/or abuse within the criminal justice system; and
- work pro-actively with PSNI and SARC colleagues to support them, including attending and providing relevant briefings and meetings as required and including providing reports to help advise and inform police officers/SARC staff on related issues.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £9,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85312310 - Guidance services

II.2.3) Place of performance

NUTS codes

- UKN - NORTHERN IRELAND

Main site or place of performance

A wide range of locations, as stated in the specification.

II.2.4) Description of the procurement

DoJ, in partnership with the Police Service of Northern Ireland (PSNI), wishes to appoint a service provider to deliver a new Northern Ireland-wide advocacy service to support qualifying victims of domestic and sexual violence and abuse (including those reporting to the police, or those who are subject to Multi Agency Risk Assessment Conference (MARAC) or report to the Rowan Sexual Assault Referral Centre (SARC)). The overall purpose of the new service is to provide co-ordinated and tailored support, responsive to individual need, in partnership with established services. It will mean victims are well-informed and listened to and that they are referred on to specialist services, as may be required, for further support and care. The service is intended to help victims feel safe and to help ensure that the risk of any further harm, especially serious harm, is greatly reduced or eliminated. This contract involves the provision and management of a new advocacy service on behalf of DoJ and PSNI - "the Clients". Tackling domestic and sexual violence and abuse is a key priority for the Justice Minister, as well as for the PSNI Chief Constable, and much work has already been taken forward, and continues to be taken forward to try to address this issue - at a strategic, as well as an operational, level and in partnership with the other Departments within the Executive and statutory and voluntary sector bodies. The primary aim of the new service is to provide victims of domestic and/or sexual violence and abuse with access to a high quality and streamlined support service tailored to individual need. This can have positive outcomes for victims accessing the service. For some, this may be in terms of helping to keep them safe and reduce or eliminate risk of any further harm, especially serious harm. For others, an advocate could be considered a lynchpin to ensuring they remain engaged in the criminal justice system. The ability to provide a more positive experience for the victim could potentially lead to enhanced confidence in the system more generally. The primary objectives of the advocacy service will be to:

- act as a first point of contact for victims of domestic and sexual violence and abuse to enable them to better cope with the aftermath of that crime;
- assess individual need and risk and develop a safety support plan tailored to individual need;
- offer accurate, timely, non-judgemental and impartial support and signposting information in relation to domestic and sexual violence and abuse on a range of issues and encouraging victims to report crimes/incidents to PSNI;
- provide guidance and information, referring victims on to other statutory and non-statutory agencies for specialist support as appropriate;
- help maintain and encourage engagement of victims experiencing domestic and sexual violence and/or abuse within the criminal justice system; and
- work pro-actively with PSNI and SARC colleagues to support them, including attending and providing relevant briefings and meetings as required and including providing reports to help advise and inform police officers/SARC staff on related issues.

II.2.5) Award criteria

Quality criterion - Name: AC1 Service Delivery Model and Partnership Working / Weighting: 40

Quality criterion - Name: AC2 Promotion of Advocacy Service / Weighting: 10

Quality criterion - Name: AC3 Contract Management / Weighting: 10

Quality criterion - Name: AC4 Data Handling and Maintenance / Weighting: 10

Cost criterion - Name: AC5 Total Contract Price / Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

Initial period - 3 years 2 options to extend, each of 2 years

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.2.1) Previous publication concerning this procedure

Notice number: [2020/S 248-619179](#)

Section V. Award of contract

Contract No

1

Title

DOJ — Advocacy Support Service for Victims of Domestic and Sexual Violence and Abuse

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 April 2021

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Information withheld for security reasons

Information withheld for security reasons

Email

justice.cpd@finance-ni.gov.uk

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

Internet address

<https://www.finance-ni.gov.uk/topics/procurement>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Information withheld for security reasons

Information withheld for security reasons

Email

justice.cpd@finance-ni.gov.uk

Country

United Kingdom

NUTS code

- UKN0 - Northern Ireland

Internet address

<https://www.finance-ni.gov.uk/topics/procurement>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Information withheld for security reasons

Information withheld for security reasons

Email

justice.cpd@finance-ni.gov.uk

Country

United Kingdom

NUTS code

- UKN - NORTHERN IRELAND

Internet address

<https://www.finance-ni.gov.uk/topics/procurement>

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £9,000,000

Total value of the contract/lot: £9,000,000

Section VI. Complementary information

VI.3) Additional information

The estimated contract value is a broad estimate only and includes additional quantum for unforeseen demand and to future proof for additional potential users. There is no guarantee of any level of business under this contract. The estimate is not deemed to be a condition of contract nor a guarantee of minimum demand or uptake. No compensation will be payable to a contractor should the actual demand be less than that stated.. . The successful contractor's performance on this contract will be managed as per specification and regularly monitored (see Procurement Guidance Note 01/12 Contract Management: <https://www.finance-ni.gov.uk/sites/default/files/publications/dfp/PGN-01012-Contract-Management-Principles-Procedures-25-Sept-2017.PDF>). Contractors not delivering on contract requirements is a serious matter. It means the public purse is not getting what it is paying for. If a contractor fails to reach satisfactory levels of contract performance they will be given a specified time to improve. If, after the specified time, they still fail to reach satisfactory levels of contract performance, the matter will be escalated to senior management in CPD for further action. If this occurs and their performance still does not improve to satisfactory levels within the specified period, it may be regarded as an act of grave professional misconduct and they may be issued with a notice of written warning and notice of unsatisfactory performance and this contract may be terminated. The issue of a notice of written warning and notice of unsatisfactory performance will result in the Contractor being excluded from all procurement competitions being undertaken by Centres of Procurement Expertise on behalf of bodies covered by the Northern Ireland Procurement Policy for a period of up to 3 years from the date of issue of the notice.

VI.4) Procedures for review

VI.4.1) Review body

See VI.4.3 / Review procedure

See VI.4.3 / Review procedure

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

See VI.4.3 / Review procedure

See VI.4.3 / Review procedure

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The UK does not have any special review body with responsibility for appeal/mediation procedures in public procurement competitions. Instead, any challenges are dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of the Public Contracts Regulations 2015.

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

See VI.4.3 / Review procedure

See VI.4.3 / Review procedure

Country

United Kingdom