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Contract

Custodial Healthcare Service Provision

Thames Valley Police

F03: Contract award notice

Notice identifier: 2025/S 000-007690

Procurement identifier (OCID): ocds-h6vhtk-046f3f

Published 3 March 2025, 3:08pm

Section I: Contracting authority

I.1) Name and addresses

Thames Valley Police

Meadow House, Oxford Spires Business Park, The Boulevard

Kidlington

OX5 1NZ

Email

thom.wilson@thamesvalley.police.uk

Country

United Kingdom

NUTS code

UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Internet address(es)

Main address

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

Buyer's address

<https://www.thamesvalley-pcc.gov.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Custodial Healthcare Service Provision

Reference number

OP23001_15

II.1.2) Main CPV code

- 85141000 - Services provided by medical personnel

II.1.3) Type of contract

Services

II.1.4) Short description

The service shall provide fully qualified, trained and competent Healthcare Professionals embedded 24/7/365(6) in the 6 main Custody Suites in the TVP area to assess, treat and signpost Detained Persons (DPs) to ensure fitness for detention, interview, charging, release, with full live Clinical Oversight and consideration of a multi skilled workforce to assist across the Force and in particular the South of the Force. (Note; there is additional pressure in Loddon Valley and Maidenhead that may require additional support). The service needs to be reactive to short notice operational needs as well as proactive to longer term strategies. The ever evolving operational and custody requirements need to fully integrate with NHS (Liaison and Diversion), Social Care and Voluntary Sector providers of health and social support, creating and managing interconnected relationships and pathways with a view to reducing the 'revolving door' effect around the reasons for committing crimes.

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: £24,382,279.28

II.2) Description

II.2.2) Additional CPV code(s)

- 85141000 - Services provided by medical personnel

II.2.3) Place of performance

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Main site or place of performance

Thames Valley Area; Berkshire, Buckinghamshire and Oxfordshire

II.2.4) Description of the procurement

The service shall provide fully qualified, trained & competent Healthcare Professionals embedded 24/7/365(6) in the 6 main Custody Suites in the TVP area to assess, treat & signpost Detained Persons (DPs) to ensure fitness for detention, interview, charging, release, with full live Clinical Oversight & consideration of a multi skilled workforce to assist in across the Force & in particular the South of the Force. (Note; there is additional pressure in Loddon Valley & Maidenhead that may require additional support). The service needs to be reactive to short notice operational needs as well as proactive to longer term strategies. The ever evolving operational & custody requirements need to fully integrate with NHS (L&D), Social Care & Voluntary Sector providers of health & social support, creating & managing interconnected relationships & pathways with a view to reducing the 'revolving door' effect around the reasons for committing crimes. This will be in conjunction with regular reporting & the subsequent meeting of a number of stringent key performance indicators. Interactive training scenarios involving the Authority &/or other organisations will be welcomed as will insights into industry related technological advances. The Police custody suites are located; Berkshire (Maidenhead & Reading) Buckinghamshire (Aylesbury & Milton Keynes) Oxfordshire (Abingdon & Banbury) Newbury (Berks) - Retained for Operational Contingency High Wycombe (Bucks) - Retained for Operational Contingency. The services within scope, include PACE compliant core Custodial Healthcare provision, primarily, Custody DP Healthcare management, the provision of medical & forensic examinations, treatment for minor medical injuries, fitness assessments prior to interview, charging, bailing, court appearance &/or release, live clinical oversight, crisis support, management of substance misuse & onward referral services for people who have been DPs. In addition but not limited to the core provision; a) Holistic Healthcare Services; (General Healthcare prior to & following any forensic work) b) Forensic sampling following a healthcare assessment relevant for that purpose c) Call Centre, email & video call facilities (or other mutually agreed contact mechanisms) through which the Authority can ask for forensic medical & healthcare

services. The re-tendering exercise will aim to increase equity of access & ensure a consistent, resilient & high standard of quality care to DPs. The service will be delivered in line with current national standards, guidance, NHSE specification & best practice, & at the same time meet the local needs of each Custody Suite/Force area, planned & Ad hoc operational requirements. The Provider will ensure that the service is delivered in an age-appropriate way for children & adults & vulnerable persons; all staff must meet the skills & competences commensurate with the role they are performing. The service should consider PACE, Safeguarding, support to joint protocols around the safe management of intoxication in custody & Health & Forensic requirements with equal priority. The Custodial Healthcare provider will work closely with L&D providers & other support services within the custody Suite & ensure service users are referred to appropriate onward provision as necessary.

II.2.5) Award criteria

Quality criterion - Name: Quality/Deliverables / Weighting: 100%

Price - Weighting: Cost of Quality

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted 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: [2024/S 000-025026](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

OP23001_15

Title

Custodial Healthcare

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 February 2025

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 0

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Mountain Healthcare Limited

First Floor, Station Place, Argyle Way, Stevenage Hertfordshire

Stevenage

SG1 2AD

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

National registration number

05578727

Internet address

www.mountainhealthcare.co.uk

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £24,382,279.28

Total value of the contract/lot: £24,382,279.28

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service (PPRS)

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 03450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

VI.4.2) Body responsible for mediation procedures

Thames Valley Police Head of Procurement

Kidlington

Country

United Kingdom

Internet address

<https://www.thamesvalley.police.uk/police-forces/thames-valley-police/areas/au/about-us/our-people/departments-and-teams/procurement/>