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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](mailto: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

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## **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 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

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## **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](http://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

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## **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](mailto: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/>