

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/009360-2022>

Contract

## **The Provision of Custody Based Healthcare and associated services to Detained Persons across the South West Forces.**

Chief Constable for Devon and Cornwall Police  
Office of the Police & Crime Commissioner for Avon & Somerset  
Office of the Police & Crime Commissioner for Dorset

F03: Contract award notice

Notice identifier: 2022/S 000-009360

Procurement identifier (OCID): ocids-h6vhtk-02f345

Published 7 April 2022, 12:09pm

### **Section I: Contracting authority**

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

Chief Constable for Devon and Cornwall Police

Police Headquarters, Middlemoor

Exeter

EX2 7HQ

#### **Contact**

Eyan Naylor

#### **Email**

[eyan.naylor@devonandcornwall.pnn.police.uk](mailto:eyan.naylor@devonandcornwall.pnn.police.uk)

#### **Telephone**

+44 07525246603

**Country**

United Kingdom

**NUTS code**

UKK - South West (England)

**National registration number**

N/A

**Internet address(es)**

Main address

<http://www.devon-cornwall.police.uk/your-right-to-information>

**I.1) Name and addresses**

Office of the Police & Crime Commissioner for Avon & Somerset

Avon and Somerset Police Headquarters Valley Road Portishead

Bristol

BS20 8JJ

**Contact**

EYAN NAYLOR

**Email**

[Eyan.Naylor@devonandcornwall.pnn.police.uk](mailto:Eyan.Naylor@devonandcornwall.pnn.police.uk)

**Telephone**

+44 7826176135

**Country**

United Kingdom

**NUTS code**

UKK - South West (England)

**Internet address(es)**

Main address

[www.avonandsomerset-pcc.gov.uk](http://www.avonandsomerset-pcc.gov.uk)

**I.1) Name and addresses**

Office of the Police & Crime Commissioner for Dorset

Force Headquarters Winfrith

Dorchester

DT2 8DZ

**Contact**

EYAN NAYLOR

**Email**

[Eyan.Naylor@devonandcornwall.pnn.police.uk](mailto:Eyan.Naylor@devonandcornwall.pnn.police.uk)

**Telephone**

+44 782617613

**Country**

United Kingdom

**NUTS code**

UKK - South West (England)

**Internet address(es)**

Main address

[www.dorset.pcc.police.uk](http://www.dorset.pcc.police.uk)

## **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**

Public order and safety

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

The Provision of Custody Based Healthcare and associated services to Detained Persons across the South West Forces.

Reference number

327C

#### **II.1.2) Main CPV code**

- 85100000 - Health services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Customer invites tender returns for the provision of “Adaptive Delivery Models” that will proactively map to the current and potential future needs of the forces working in collaboration with the Forces and the region as a whole to develop partnership working to provide the services required, over a TEN year period.

The Forces are looking to move beyond the constraints of a fixed delivery model that is

determined by the Forces themselves and instead move towards a partnership approach. The intention is that this allows the contract to “evolve” with the changes in demand, legislation and technology to become an adaptive delivery model that proactively changes to better meet the delivery needs of each custody suite, and the wider forces themselves.

#### **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: £57,259,346.94

### **II.2) Description**

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

- 66162000 - Custody services
- 75241100 - Police services

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

NUTS codes

- UKK - South West (England)

Main site or place of performance

The SW forces of Avon & Somerset, Devon & Cornwall, Dorset, Gloucestershire & Wiltshire

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

This contract covers healthcare within the secure estate of a police custody suite/unit in this respect the Police are strictly governed by legislation in particular the Police and Criminal Evidence Act 1984 and its Codes of Practice.

The Customer invites tender returns for the provision of “Adaptive Delivery Models” that will proactively map to the current and potential future needs of the forces working in collaboration with the Forces and the region as a whole to develop partnership working to provide the services required, over a TEN year period.

The Forces are looking to move beyond the constraints of a fixed delivery model that is determined by the Forces themselves and instead move towards a partnership approach.

The intention is that this allows the contract to “evolve” with the changes in demand, legislation and technology to become an adaptive delivery model that proactively changes to better meet the delivery needs of each custody suite, and the wider forces themselves. Allowing the cost of delivery to effectively represent the true cost of the service being delivered without sacrificing performance.

The contract will be awarded to a SINGLE provider across the Entire FIVE Forces, who will then become a Strategic Partner to the Regional Forces. In the earliest phase of the contract, the Provider will work with the Forces and other associated Detainee services to deliver the provision of Healthcare services to detainees to offer a regional service delivery that is adaptable enough to “cross cover” areas of high demand without sacrificing performance in another.

In Later phases of the contract the Forces will look to work with the Strategic Partner to better integrate the services they provide, with those provided by the Liaison & Diversion, Substance Misuse Agencies, Mental Health and other connected service teams (incl VCSE’s) that provide services to People who find themselves within or at risk of becoming part of the wider judicial System.

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

Cost criterion - Name: Representation of Most Economically Advantageous Tender using a "Cost per Quality Point" Assessment - Lowest Cost per quality point wins / Weighting: 100%

## **II.2.11) Information about options**

Options: Yes

Description of options

4.1.1 In Order to allow the contract to evolve both operationally and financially throughout its lifetime, it is essential that the South West Forces determine where they wish the service to be in the future.

4.1.2 The Customers are looking to utilise a “Bi-Modal Supply Chain ” approach that will, over the coming years allow the Chosen bidder to work concurrently to move the current approach to Custody Healthcare from its current reactive methodology, to a Proactive “End to End” detainee focussed model that vastly improves the onward referral process for relevant detainees.

4.1.3 The Customers would like the opportunity, as part of this arrangement, to work jointly with the Custody healthcare service provider, Liaison & Diversion and other Custody Related Service Providers to develop and achieve a greater integration and

collaboration of Custody Related services as a whole through a new collaborative and integrated approach to the delivery of health and social support services within custody suites and the initial period after leaving Police custody.

The principles of the new approach will be to:

- 4.1.3.1 Enable the detainee to only have to tell their story once and reduce multiple hand-offs to different organisations.
- 4.1.3.2 Have a single approach to understanding the circumstances and needs of the detainee that are driving their criminal behaviour.
- 4.1.3.3 Ensure the detainee is able to participate effectively in the criminal justice process.
- 4.1.3.4 Proactively provide individualised, and relevant, initial information and support to each detainee.
- 4.1.3.5 Plan, Coordinate and Maintain the short term support (after leaving custody) required to start to meet identified needs.
- 4.1.3.6 Support the detainee to access, and engage with, other appropriate community based services in a planned and joined up way
- 4.1.3.7 Ensure the detainee engages with the services provided by statutory agencies, including GP registration, housing support and benefits advice
- 4.1.3.8 Work with other support providers and commissioners to reduce barriers to effective interventions and support.
- 4.1.3.9 Facilitate and improve the sharing of information across health, social and criminal justice pathways
- 4.1.3.10 Proactively reduce re-offending and / or escalation of offending behaviours and breaking the Cycle of Criminality
- 4.1.4 For the avoidance of doubt, the community and statutory services that the provider will be required to link in and collaborate with include (but are not limited to):
  - 4.1.4.1 Mental health services
  - 4.1.4.2 Mental wellbeing services
  - 4.1.4.3 Drug and alcohol services

4.1.4.4 Housing services

4.1.4.5 “Characteristic specific” services, for example Women’s Services

4.1.4.6 Finance and benefits services

4.1.4.7 Education, training and employment services

4.1.4.8 Primary care service, including GP’s, pharmacists, opticians and dentists

4.1.5 It should also be clearly noted that in the event that during the life of Contract the Forensic Service Regulator (FSR) requires achievement and maintenance of accreditation with its standards via a designated Legal Entity then the Customer will reserve the right to require the providers of Custody Healthcare to become the Legal Entity for this purpose. Forces will cover the Costs of doing so (on an open book accounting approach) via a contract variation if this is to be the Case

OPERATIONALLY - work collaboratively with the Police, PCCs, L&D and other related services to gain greater integration and collaboration of the Custody Healthcare service with associated partner services that the service users (i.e. Detainees) may utilise. The desire behind this is to take the contract from being a “Reactive Treatment” service to a Full “End-to-End” service that collaboratively transitions the relevant detainees into partner services to try to proactively break the cycle of criminality.

**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.2.14) Additional information**

The Forces would like the opportunity, to work jointly with the healthcare provider, L&D and other Related Service Providers to develop and achieve a greater integration and collaboration of related services as a whole through a new collaborative and integrated approach to the delivery of health and social support services within custody suites and the initial period after leaving Police custody.



---

## **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: [2021/S 000-027607](#)

---

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

### **Contract No**

1

### **Title**

The Provision of Custody Based Healthcare and associated services to Detained Persons across the South West Forces.

A contract/lot is awarded: Yes

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

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

30 March 2022

#### **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**

Mitie Care & Custody Ltd

The Shard, Level 12, 32 London Bridge Street

London

SE1 9SG

Country

United Kingdom

NUTS code

- UKI - London

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: £110,000,000

Total value of the contract/lot: £57,259,346.94

---

## **Section VI. Complementary information**

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

The bids of Tenderers that passed the suitability assessment were then be evaluated against the “Statement of Requirements questions” in Subsection Three & Four and awarded a Weighted Quality Score.

A “Cost per Quality Point” was then be used to determine the winning bidder, calculated using the “TOTAL INDICATIVE COST - 10 Yr. Life” (based upon the service model costs that would fulfil the needs of a TEN Year contract [using the data provided in Subsection Three as an indication of prospective demand]). and the Total Weighted Quality Score to determine the Most Economically Advantageous Tender bid:

N.B. In the event of a tied position the bidder who scores the Highest Quality points score of the tied bidders will be awarded the contract.

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

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

The High Court of Justice

Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.gov.uk>

#### **VI.4.2) Body responsible for mediation procedures**

CEDR

London

Country

United Kingdom

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

CEDR

London

Country

United Kingdom