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Contract

Domestic Abuse Service

Harrow Council

F03: Contract award notice

Notice identifier: 2024/S 000-013624

Procurement identifier (OCID): ocds-h6vhtk-041641

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Section I: Contracting authority

I.1) Name and addresses

Harrow Council

Procurement Team, PO Box 1358

Harrow

HA3 3QN

Contact

Mr Marzuki Haji

Email

marzuki.haji@harrow.gov.uk

Telephone

+44 2084209301

Country

United Kingdom

Region code

UKI7 - Outer London – West and North West

Internet address(es)

Main address

<http://www.harrow.gov.uk>

Buyer's address

<http://www.harrow.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Domestic Abuse Service

Reference number

DN690228

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

London Borough of Harrow is inviting tenders for the provision of the borough's Domestic Abuse Service. This comprises two procurement Lots.

Lot 1: Domestic Abuse Support Service: Strategic Coordination and Direct Support to Domestic Abuse Victims/Survivors.

Lot 2: Safe Accommodation: Refuge Support and Management and Floating Support.

Tenderers are invited to bid for one or both Lots. Successful tenderers will work in partnership with the council in collaborative forums to ensure a cohesive holistic Domestic Abuse Service.

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: £1,328,635

II.2) Description

II.2.1) Title

Domestic Abuse Support Service: Strategic Coordination and Direct Support to Domestic Abuse Victims/Survivors

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI74 - Harrow and Hillingdon

II.2.4) Description of the procurement

Lot 1: Domestic Abuse Support Service: Strategic Coordination and Direct Support to Domestic Abuse Victims/Survivors.

This service will encompass:

- Community outreach - Independent Domestic Violence Advisors (IDVA) Service, Domestic Abuse case work and Safety Planning
- Public Protection - MARAC Coordination

The service will:

- Deliver domestic abuse support provisions for all service users
- Deliver outcomes for all service users
- Develop staff and innovate to ensure the services provided meet the needs and outcomes for all service users
- Provide services that are sensitive and deliver effective and timely responses
- Provide domestic abuse awareness training for council key stakeholders to ensure best practice is being met
- The service provider will be committed to working in partnership with the council departments to continually improve the service

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

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

Safe Accommodation: Refuge Support and Management and Floating Support

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI74 - Harrow and Hillingdon

II.2.4) Description of the procurement

Lot 2: Safe Accommodation: Refuge Support and Management and Floating Support.

This service will encompass:

- Management of a (6 bed) refuge that provides hostel accommodation and support to women and their children who are escaping domestic abuse; Supported by a full time Refuge Worker

- Floating support to provide information and practical support to female residents and their children living independently within the Borough or in Council-provided accommodation elsewhere.
- Part time Refuge Manager to manage the refuge worker and floating support.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

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

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-032852](#)

Section V. Award of contract

Lot No

1

Title

Domestic Abuse Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 March 2024

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

Cranstoun Services Ltd

Esher

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £982,413

Section V. Award of contract

Lot No

2

Title

Safe Accommodation: Refuge Support and Management and Floating Support

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 March 2024

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

Cranstoun Services Ltd

Esher

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £254,439

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom