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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

Published 26 April 2024, 2:34pm

### **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](mailto: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

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## **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

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## **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](#)

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## **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

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## **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



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## **Section VI. Complementary information**

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

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

Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom