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Contract

Victim Referral and Support Service

7 Forces Commercial Services

F03: Contract award notice

Notice identifier: 2023/S 000-016943

Procurement identifier (OCID): ocds-h6vhtk-035e9b

Published 14 June 2023, 6:09pm

Section I: Contracting authority

I.1) Name and addresses

7 Forces Commercial Services

Police Headquarters, Martlesham Heath

Ipswich

IP5 3QS

Contact

Cheryl Barsdell

Email

7forceprocurement@ecis.police.uk

Telephone

+44 01474366658

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

N/A

Internet address(es)

Main address

<http://www.suffolk.police.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

Victim Referral and Support Service

Reference number

7F-2021-C065

II.1.2) Main CPV code

- 85312300 - Guidance and counselling services

II.1.3) Type of contract

Services

II.1.4) Short description

Police and Crime Commissioners (PCCs) are responsible for delivering an effective and efficient Police Force in their area and reducing crime. They have several statutory responsibilities including ensuring that victims have a voice and bringing together partners including Community Safety Partnerships (CSPs) and criminal justice partners to achieve the shared objectives of tackling crime and disorder and supporting victims. In addition, (PCCs) have a statutory responsibility for commissioning support services for victims of crime, regardless of whether that crime has been reported to the Police. These services should include but not be limited to,

- A referral and support service for all victims of crime.
- Therapeutic services.
- Helpline or live chat support.
- Tailored or specialist support for specific groups, needs or risks.

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: £6,900,000

II.2) Description

II.2.1) Title

Lot 1 – Kent Victims' Advocacy and Support Service

Lot No

1

II.2.2) Additional CPV code(s)

- 85312400 - Welfare services not delivered through residential institutions
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKJ4 - Kent

Main site or place of performance

Compass House, Ashford, Kent

II.2.4) Description of the procurement

Lot 1 – Kent Victims' Advocacy & Support Service

This service must provide a needs and risk led approach, which has a strong evidence base that is also trauma informed. The service should be available to all victims of recorded crime who are resident in Kent, including children and young people regardless of when the crime took place or if it has been reported to the Police. If reported to the Police support must be available at all stages of the criminal justice process and beyond. If not reported to the Police, the service must be accessible and available at the point the victim wishes to seek support.

Lot 1 contract length: 4 years with an option to extend by a further 3 periods of 12 months.

Estimated Contract Value per annum: £1,000,000

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

Lot 2 – Essex Victim Referral and Support Service

Lot No

2

II.2.2) Additional CPV code(s)

- 85312400 - Welfare services not delivered through residential institutions
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

II.2.4) Description of the procurement

The primary aim of this service is to ensure that people are supported to cope and recover after being victims of crime and to increase levels of victim satisfaction and public confidence in the police and criminal justice system. It is also expected to support the PFCC to deliver against the priorities above, specifically promoting restorative justice, ensuring compliance with the victims' code, encouraging reporting, providing tailored support to victims, and referring victims to specialist services.

Lot 2 contract length: 3 years with an option to extend by a further 3 periods of 12 months.

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-022511](#)

Section V. Award of contract

Contract No

1

Title

Lot 1 – Kent Victims’ Advocacy and Support Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 June 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

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: 2

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

V.2.3) Name and address of the contractor

Victim Support

3 Eastern Business Park

Cardiff

CF3 5EA

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02158780

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £6,900,000

Total value of the contract/lot: £6,900,000

Section V. Award of contract

Contract No

2

Title

Lot 2 – Essex Victim Referral and Support Service

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

PDRS

BiP Solutions, Medius 60, Pacific Way

Glasgow

G51 1DZ

Telephone

+44 8452707055

Country

United Kingdom

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

High Court

The Strand

London

WC2A 2LL

Country

United Kingdom