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Tender

Self-Neglect and Hoarding Support - Framework Agreement

Norfolk County Council

F02: Contract notice

Notice identifier: 2023/S 000-019554

Procurement identifier (OCID): ocds-h6vhtk-03d451

Published 10 July 2023, 8:25am

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 1DH

Contact

Annie Southgate

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

www.norfolk.gov.uk

Buyer's address

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Self-Neglect and Hoarding Support - Framework Agreement

Reference number

NCCT42736

II.1.2) Main CPV code

- 85312400 - Welfare services not delivered through residential institutions

II.1.3) Type of contract

Services

II.1.4) Short description

Norfolk and Waveney ICS wish to establish a Framework Agreement. We are seeing a high number of referrals into multiple services for individuals living with complex self-neglect and/or hoarding challenges. This has highlighted the opportunity to provide additional support to specifically meet the needs of these individuals. Providers should have a non-judgmental, compassionate nature, incorporating an understanding of trauma and its impact on the person's ability to manage their belongings, home, and their environment. We are interested in a range of approaches to different aspects of this work, including short- and longer-term approaches and small- to larger-scale tasks.

II.1.5) Estimated total value

Value excluding VAT: £3,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

- 90911000 - Accommodation, building and window cleaning services
- 90510000 - Refuse disposal and treatment
- 85312310 - Guidance services
- 85312400 - Welfare services not delivered through residential institutions

II.2.3) Place of performance

NUTS codes

- UKH17 - Breckland and South Norfolk
- UKH16 - North and West Norfolk
- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

We are seeking to establish a Framework Agreement to deliver support and practical help to people with self-neglect and hoarding. Partners in Norfolk and Waveney have been working together to identify the prevalence of this issue and to understand the right type of support to meet people's needs and improve safety, without causing more trauma to the person and their families. We would like to be able to provide a diverse and broad range of support to ensure any offer is personalised and achieves the best outcomes for the person. This framework agreement has been developed to support this work, to ensure we can work closely and effectively with a range of suitable providers as part of a wider partnership to best support people. We are looking for providers of any size interested in self-neglect and hoarding, providing any of the following services: • Decluttering and organisation • Cleaning • Clearance • Management of biohazardous waste Providers should have a non-judgmental, compassionate nature, incorporating an understanding of trauma and its impact on the person's ability to manage their belongings, home, and their environment. We are interested in a range of approaches to different aspects of this work, including short- and longer-term approaches and small- to larger-scale tasks.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Cost criterion - Name: Price / Weighting: 0

II.2.6) Estimated value

Value excluding VAT: £3,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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.2.14) Additional information

The initial term is for 4 years with the option to extend by up to a further 6 years. The value given is for the 10 year maximum term.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 100

In the case of framework agreements, provide justification for any duration exceeding 4

years:

This framework agreement is being awarded under the Light Touch Regime and the Council is using the flexibility which this allows, to have a longer term and also to re-open the framework agreement to new providers periodically

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: [2023/S 000-016130](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

14 August 2023

Local time

11:00am

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

14 August 2023

Local time

11:05am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: The framework agreement will be opened periodically based on need and capacity.

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

This procurement will be managed electronically via the Council's e-procurement system. To participate in this procurement, applicants must first be registered on <https://in-tendhost.co.uk/norfolkcc>. Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc/asp/BUYERPROFILES>. Once registered you will be able to see the procurement project under 'tenders' section and 'express an interest' to view the documentation. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +448442728810 or emailing support@in-tend.co.uk

VI.4) Procedures for review

VI.4.1) Review body

Norfolk County Council - Head of Procurement

Norwich

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

NPlaw - Norfolk County Council

Norwich

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Public Contracts Regulations 2015 (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Proceedings must be brought within 30 days from the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the Court considers that there is good reason for extending the period within which proceedings may be brought, in which case the Court may extend that period up to a maximum of 3 months from the date of knowledge.