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Tender

Service User and Lived Experience Engagement

Norfolk County Council

F02: Contract notice

Notice identifier: 2024/S 000-024837

Procurement identifier (OCID): ocds-h6vhtk-04886f

Published 7 August 2024, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 1DH

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 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

Service User and Lived Experience Engagement

Reference number

NCCT42973

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The National Drug Strategy 2021: From Harm to Hope clearly states the vital importance of having the voices of those using our treatment services, those not yet engaged and their friends and family. Involving the voice of lived experience will ensure that the services and interventions being offered are helpful and support people to succeed in their recovery from drugs and/or alcohol. This procurement is for a new service to identify service development needs. Service user and lived experience engagement is one of the major steps to collect evidence that helps to broaden and improve service delivery. The best people to do this are those currently using services, those in recovery, those who have disengaged and those not yet in active treatment (treatment naïve). This scope of work will directly facilitate future service design and we are therefore seeking an experienced organisation to undertake the specification and work with Norfolk County Council and partners in its delivery.

II.1.5) Estimated total value

Value excluding VAT: £360,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85312300 - Guidance and counselling services

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

The National Drug Strategy 2021: From Harm to Hope clearly states the vital importance of having the voices of those using our treatment services, those not yet engaged and their friends and family. Involving the voice of lived experience will ensure that the services and interventions being offered are helpful and support people to succeed in their recovery from drugs and/or alcohol. This procurement is for a new service to identify service development needs. Service user and lived experience engagement is one of the major steps to collect evidence that helps to broaden and improve service delivery. The best people to do this are those currently using services, those in recovery, those who have disengaged and those not yet in active treatment (treatment naïve). This scope of work will directly facilitate future service design and we are therefore seeking an experienced organisation to undertake the specification and work with Norfolk County Council and partners in its delivery. The key aims of the service are to;

- Bring the voice of lived experience to the work of NDAP and the wider system, influencing decision making across all levels
- Support the growth and development of Norfolk's Lived Experience led recovery community

The service is defined on an annual basis. Year one funding is significantly higher than follow on years to reflect the development and implementation work required to establish the service and networks. Any successive year's budget will focus on the maintenance of these networks.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £360,000

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

Duration in months

12

This contract is subject to renewal

Yes

Description of renewals

The contract may be extended by 2 further years, subject to funding and satisfactory performance.

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 value indicated is based on the initial year's budget of £200,000 - followed by 2 years of £80,000 each for the maintenance of the service.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

Date

9 September 2024

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

9 September 2024

Local time

11:05am

Place

Norfolk

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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> (<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.aspx/BuyerProfiles> (<https://in-tendhost.co.uk/norfolkcc.aspx/BuyerProfile>). 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 Sourcing

Norwich

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

NPLaw

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.