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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](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH15 - Norwich and East Norfolk

#### **Internet address(es)**

Main address

[www.norfolk.gov.uk](http://www.norfolk.gov.uk)

Buyer's address

<https://in-tendhost.co.uk/norfolkcc/asp/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/asp/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

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## **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.

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### **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

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## **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/asp/BUYERPROFILES> (<https://in-tendhost.co.uk/norfolkcc/asp/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](mailto: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.