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Tender

## **Victim Care Hub**

THE POLICE AND CRIME COMMISSIONER FOR HAMPSHIRE AND THE ISLE OF WIGHT

F02: Contract notice

Notice identifier: 2023/S 000-024921

Procurement identifier (OCID): ocds-h6vhtk-03f697

Published 24 August 2023, 11:34am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

THE POLICE AND CRIME COMMISSIONER FOR HAMPSHIRE AND THE ISLE OF WIGHT

The Long Barn, Dean Estate, Wickham Road

FAREHAM

PO17 5BN

#### **Contact**

Procurement Support

#### **Email**

[procurement.support@hants.gov.uk](mailto:procurement.support@hants.gov.uk)

#### **Telephone**

+44 3707791100

**Country**

United Kingdom

**Region code**

UKJ36 - Central Hampshire

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

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

Buyer's address

<https://in-tendhost.co.uk/hampshire>

**I.3) Communication**

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

<https://in-tendhost.co.uk/hampshire>

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/hampshire>

**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 Care Hub

Reference number

OP21211

#### **II.1.2) Main CPV code**

- 75241000 - Public security services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Police and Crime Commissioner is now commissioning a Victim Care Hub to provide a support system which is truly victim-led, a system-wide approach to victim care and support, providing the opportunity for collaborative working, ensuring access to timely information and specialist support.

#### **II.1.5) Estimated total value**

Value excluding VAT: £4,391,667

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKJ3 - Hampshire and Isle of Wight

Main site or place of performance

Hampshire and the Isle of Wight

## **II.2.4) Description of the procurement**

The Victim Care Hub will be an all-age support provision with a comprehensive network of services encompassing a referral mechanism and onward support for victims of crime. Central to this, the Service Provider will be one of the first points of contact with an on-going response and information service, providing non-specialist and specialist support, working alongside Hampshire & Isle of Wight Constabulary and specialist commissioned support services within Constabulary accommodation. The Victim Care Hub will be one single service but located within 4 police buildings aligned to the Force Area Model, with Service Provider staff and police staff working together alongside the Criminal Justice Witness Care Units to provide support which will include case information and updates, Special Measures applications and Victim Personal Statements.

A voluntary sector and police partnership provides the opportunity for hybrid collaborative working to ensure fewer gaps or transition points between them, improving the victim experience of the Criminal Justice System, potentially benefitting wider criminal justice outcomes and improving the pathway of referral to specialist support services.

The Victim Care Hub will have multi-crime and specialist caseworkers and play therapist(s) for supporting children whose support need is often far more complex, due to their age. The Victim Care Hub can provide a widely accessible single point of contact for the emotional and practical support of victims, with the capability to provide low-level mental health and emotional wellbeing support to those who require it, as a consequence of being a victim or impacted by crime. The Victim Care Hub will provide an enhanced service for victims, through simplified and quicker access to specialist knowledge, care and support, enhancing the services provided by the commissioned support services, providing procedural and general police updates, potentially improving victim satisfaction and outcomes.

The Police and Crime Commissioner is implementing the Police Victim Care Hub Officer role within the Victim Care Hub. This new police role will link and align support and information provision for victims of crime, providing an effective link between the Service Provider and the support they provide to victims, Investigating Officers, other police personnel and criminal justice partners. Providing updates on police and procedural matters will ensure victims stay informed, while an investigating officer will retain the role of investigation updates to maintain the relationship, consistency and duty of care. The Victim Management Contact module is now used by the police and needs assessments are undertaken for every report of (victim-based) crime. This will be reviewed as part of the Victim Care Hub contract, to understand its use and ascertain if it can be used to accompany the victim on their journey through the criminal justice process and support provision.

The Police and Crime Commissioner funds a number of specialist support services and a representative from relevant commissioned specialist support services will be invited to

have a presence within the Victim Care Hub location(s) to work in partnership with the Service Provider and police, ensuring a support provision for victims.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £4,391,667

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

Start date

1 February 2024

End date

31 March 2029

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.2.14) Additional information**

Interested parties should register their interest in the project via the In-Tend website <https://in-tendhost.co.uk/hampshire>, and complete and submit the tender return document together with any supporting information requested by 14:00 hrs on Monday 25 September 2023.

How to obtain the Tender Documents

The Tender documents can be accessed when logged into In-Tend by selecting 'View Details' on the relevant tender advert and clicking the 'Express Interest' tab. Once in the

tender there are five tabs - 'Tender', 'ITT - documents', 'Correspondence', 'Clarifications' and 'History'. Select the 2nd tab (ITT - documents) where you will find useful information under 'Tender Details' continue to scroll down to the heading 'Tender Documents Received' where you will be able to view / download the documents.

Please download all the documents and read very carefully.

### Opting In and Opting Out

Please note you are required to 'Opt In' before you can access the 'My tender Return' to start populating your response.

PLEASE NOTE you are required to 'Opt In' to view & complete the Questionnaire for this project.

The 'Opt Out' functionality will also be available throughout the duration of the tender process. Opting out will give you the option of declaring you no longer want to receive any further communication in relation to this tender along with the opportunity of providing comments and feedback for this decision.

You can choose to 'Opt In' at any time during the tender process if you initially decided to 'Opt Out'.

### Further Guidance

In addition, guidance on how to participate in a tender - download and upload documents / returns and if required, register your company (free of charge), can be found on the In-tend site under the 'Help' or 'Information for Suppliers' buttons.

### Receiving Notification Emails

To ensure you receive email alerts and notifications from our system, please add the email domain `[@in-tendorganiser.co.uk](mailto:@in-tendorganiser.co.uk)` to your Safe Senders list.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

As detailed in the procurement documents

#### **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

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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: Yes

### **IV.2) Administrative information**

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

Date

25 September 2023

Local time

2:00pm

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

25 September 2023

Local time

2:01pm

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

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

Hampshire Police and Crime Panel

Winchester

Country

United Kingdom