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Contract

## **Self-Neglect and Hoarding Support - Framework Agreement**

Norfolk County Council

F03: Contract award notice

Notice identifier: 2023/S 000-026340

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

Published 6 September 2023, 1:59pm

### **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](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.aspx/Home>

**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**

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 have established 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. The Framework Agreement may be reopened for new applications. We are looking for providers of any size interested in self-neglect and hoarding. 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.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £3,000,000

### **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 sought to establish a Framework Agreement to deliver support and practical help to people with self-neglect and hoarding. Partners in Norfolk and Waveney worked 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 wanted 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 looked 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 are required to 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 were 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.2.11) 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 an estimate for the 10 year maximum term and includes permitted use by other local authorities in Norfolk.

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## **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

#### **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 000-019554](#)

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## **Section V. Award of contract**

### **Contract No**

NCCT42736

### **Title**

Self-neglect and Hoarding - Framework Agreement

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

6 September 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 16

Number of tenders received from SMEs: 15

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 16

Number of tenders received by electronic means: 16

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Access Community Trust

Lowestoft

Country

United Kingdom

NUTS code

- UKH14 - Suffolk

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Bubble fresh limited

Milton Keynes

Country

United Kingdom

NUTS code

- UKH12 - Cambridgeshire CC

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Canaries Solutions

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

R & L Reclaim Ltd T/A Clear A Space

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Clints Removals

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Dazzling Deep Cleaning

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk



The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Errand Plus and Personal Services Ltd

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Ginger ninjas cleaning services

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Hygeniq Solutions Ltd

Bedford

Country

United Kingdom

NUTS code

- UKH1 - East Anglia

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Lofty Heights CIC

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Moving Forward-Norfolk CIC

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Norfolk and Suffolk Healthcare LTD

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Sunrise Healthcare Ltd

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Turn the Tides Ea Ltd

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Your Priority Healthcare LTD

Norwich

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

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: £3,000,000

Total value of the contract/lot: £3,000,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

The value is an estimate based on possible use of the framework agreement. The framework agreement has been let by Norfolk County Council as the contracting authority, and this can be used by:

- Norfolk County Council and its agents
- Any successor body to the Council including any company formed by the Council to carry out its Adults functions
- Any organisation the Council outsources its Adults requirements to
- Any public body with which the Council enters into pooling arrangements for the provision of its Adults

services. In addition to those listed above, the framework may also be used by: • Norwich City Council and other District Councils in Norfolk and Waveney

#### **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.