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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

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/asp/Home>

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 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.

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](#)

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

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.