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Tender

## **NEPO605 - Children's Advocacy, Independent Visitors, independent people for Children and Adult Complaints and Secure Reviews (P-007452 / C-012099)**

Newcastle City Council  
Darlington Borough Council  
Durham County Council  
Gateshead Metropolitan Borough Council  
Hartlepool Borough Council  
Middlesbrough Council  
North Tyneside Council  
Northumberland County Council  
Redcar & Cleveland Borough Council  
South Tyneside Council  
Stockton Borough Council  
Sunderland City Council

F02: Contract notice

Notice identifier: 2021/S 000-028586

Procurement identifier (OCID): ocds-h6vhtk-02f719

Published 16 November 2021, 12:35pm

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

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

Newcastle City Council

Barras Bridge

NEWCASTLE-UPON-TYNE

NE1 8QH

**Contact**

Becky Polito

**Email**

[becky.polito@newcastle.gov.uk](mailto:becky.polito@newcastle.gov.uk)

**Telephone**

+44 1912115877

**Country**

United Kingdom

**NUTS code**

UKC22 - Tyneside

**Internet address(es)**

Main address

<https://www.newcastle.gov.uk/>

**I.1) Name and addresses**

Darlington Borough Council

Town Hall, Feethems,

Darlington

DL1 5QT

**Contact**

Josh Slack

**Email**

[josh.slack@darlington.gov.uk](mailto:josh.slack@darlington.gov.uk)

**Country**

United Kingdom

**NUTS code**

UKC1 - Tees Valley and Durham

**Internet address(es)**

Main address

<https://www.darlington.gov.uk/>

**I.1) Name and addresses**

Durham County Council

County Hall

Durham

DH1 5UL

**Contact**

Dawn Wilson

**Email**

[dawn.wilson@durham.gov.uk](mailto:dawn.wilson@durham.gov.uk)

**Country**

United Kingdom

**NUTS code**

UKC14 - Durham CC

**Internet address(es)**

Main address

<https://www.durham.gov.uk/>

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

Gateshead Metropolitan Borough Council

Gateshead, Civic Centre, Regent Street

Gateshead

NE8 1HH

#### **Contact**

Carl Taylor

#### **Email**

[carltaylor@gateshead.gov.uk](mailto:carltaylor@gateshead.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKC22 - Tyneside

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

Main address

<https://www.gateshead.gov.uk/>

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

Hartlepool Borough Council

Victoria Road

Hartlepool

TS24 8AY

#### **Contact**

Katie Mitchelson

**Email**

[katie.mitchelson@hartlepool.gov.uk](mailto:katie.mitchelson@hartlepool.gov.uk)

**Country**

United Kingdom

**NUTS code**

UKC11 - Hartlepool and Stockton-on-Tees

**Internet address(es)**

Main address

<https://www.hartlepool.gov.uk/>

**I.1) Name and addresses**

Middlesbrough Council

Town Hall, Corporation Road

Middlesbrough

TS1 9FX

**Contact**

Hannah Lowe

**Email**

[hannah\\_lowe@middlesbrough.gov.uk](mailto:hannah_lowe@middlesbrough.gov.uk)

**Country**

United Kingdom

**NUTS code**

UKC1 - Tees Valley and Durham

**Internet address(es)**

Main address

<https://www.middlesbrough.gov.uk/>

**I.1) Name and addresses**

North Tyneside Council

Quadrant, Cobalt Business Park

North Tyneside

NE27 0BY

**Contact**

Rebecca Bacon

**Email**

[rebecca.bacon@northtyneside.gov.uk](mailto:rebecca.bacon@northtyneside.gov.uk)

**Country**

United Kingdom

**NUTS code**

UKC22 - Tyneside

**Internet address(es)**

Main address

<https://my.northtyneside.gov.uk/>

**I.1) Name and addresses**

Northumberland County Council

County Hall

Morpeth

NE61 2EF

**Contact**

Vicky Lockyer

**Email**

[vicky.lockyer@northumberland.gov.uk](mailto:vicky.lockyer@northumberland.gov.uk)

**Country**

United Kingdom

**NUTS code**

UKC21 - Northumberland

**Internet address(es)**

Main address

<https://www.northumberland.gov.uk/Home.aspx>

**I.1) Name and addresses**

Redcar & Cleveland Borough Council

Redcar and Cleveland House, Kirkleatham Street

Redcar

TS10 1RT

**Contact**

Emma Russell

**Email**

[emma.russell@redcar-cleveland.gov.uk](mailto:emma.russell@redcar-cleveland.gov.uk)

**Country**

United Kingdom

**NUTS code**

UKC1 - Tees Valley and Durham

**Internet address(es)**

Main address

<https://www.redcar-cleveland.gov.uk/Pages/default.aspx>

**I.1) Name and addresses**

South Tyneside Council

Town Hall and Civic Offices, Westoe Road

South Shields

NE33 2RL

**Contact**

Hannah Clark

**Email**

[hannah.clark@southtyneside.gov.uk](mailto:hannah.clark@southtyneside.gov.uk)

**Country**

United Kingdom

**NUTS code**

UKC22 - Tyneside

**Internet address(es)**

Main address

<https://www.southtyneside.gov.uk/>



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

Stockton Borough Council

Municipal Buildings, Church Road

Stockton-on-Tees

TS18 1LD

#### **Contact**

Craig Bartlett

#### **Email**

[craig.bartlett@stockton.gov.uk](mailto:craig.bartlett@stockton.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKC11 - Hartlepool and Stockton-on-Tees

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

Main address

<https://www.stockton.gov.uk/>

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

Sunderland City Council

Civic Centre, Burdon Road

Sunderland

SR2 7DN

#### **Contact**

Sophie Maddison

**Email**

[sophie.maddison@togetherforchildren.org.uk](mailto:sophie.maddison@togetherforchildren.org.uk)

**Country**

United Kingdom

**NUTS code**

UKC23 - Sunderland

**Internet address(es)**

Main address

<https://www.sunderland.gov.uk/>

**I.2) Information about joint procurement**

The contract involves joint procurement

**I.3) Communication**

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

[www.nepo.org](http://www.nepo.org)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.nepo.org](http://www.nepo.org)

**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**

NEPO605 - Children's Advocacy, Independent Visitors, independent people for Children and Adult Complaints and Secure Reviews (P-007452 / C-012099)

Reference number

NEPO605 - (P-007452 / C-012113)

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

- 85000000 - Health and social work services

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

Services

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

Newcastle City Council ("the Lead Authority") is acting as the lead authority on behalf of the North East Procurement Organisation (NEPO) and its Member Authorities, in respect of the procurement of this Flexible Procurement Agreement (Contract) for:

Lot 1 - Children's Advocacy,

Lot 2 - Independent Visitor Services

Lot 3 - Investigating Officers (Children and Adult Stage Two Complaints)

Lot 4 - Independent Persons (Children and Adult Stage Two Complaints)

Lot 5 - Independent Chairs for Stage Three Statutory Children's Social Care Complaints

Lot 6 - Independent Panellists for Stage Three Statutory Children's Social Care Complaints

Lot 7 - Independent Persons for Secure Accommodation Reviews

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

Value excluding VAT: £1,800,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 6

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

#### **II.2.1) Title**

Children's Advocacy

Lot No

1

#### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

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

NUTS codes

- UKC - North East (England)

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

Delivery of Children's Advocacy Services.

The Participating Authorities have discussed the risks and benefits of appointing the same Provider to deliver services under both Lots 1 and 2. For the following reasons they have decided that they will be appointing different Providers to each Lot:

- 1) the cohort of Children / Young People eligible to access these services is different,
- 2) referrals routes for these services are different,
- 3) they feel that there is the potential for confusion of boundaries for the roles and responsibilities between advocates and independent visitors; these roles carry out two distinct functions, and

4) we feel that by appointing different Providers to deliver services under Lots 1 and 2 will encourage applications to a wider group of Providers, including smaller Providers who may only be able to provide Services under one of these Lots.

#### **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: £700,000

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

Duration in months

36

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: Yes

Description of options

2 x 12-month options to extend

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

#### **II.2.1) Title**

Independent Visitor Services

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

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

NUTS codes

- UKC - North East (England)

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

Provision of Independent Visitor Services.

The Participating Authorities have discussed the risks and benefits of appointing the same Provider to deliver services under both Lots 1 and 2. For the following reasons they have decided that they will be appointing different Providers to each Lot:

- 1) the cohort of Children / Young People eligible to access these services is different,
- 2) referrals routes for these services are different,
- 3) they feel that there is the potential for confusion of boundaries for the roles and responsibilities between advocates and independent visitors; these roles carry out two distinct functions, and
- 4) we feel that by appointing different Providers to deliver services under Lots 1 and 2 will encourage applications to a wider group of Providers, including smaller Providers who may only be able to provide Services under one of these Lots.

### **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: £180,000

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

Duration in months

36

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: Yes

Description of options

2 x 12-month options to extend

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

#### **II.2.1) Title**

Investigating Officers (Children and Adult Stage Two Complaints)

Lot No

3

#### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

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

NUTS codes

- UKC - North East (England)

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

Provision of Investigating Officers (Children and Adult Stage Two Complaints) Services

#### **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: £600,000

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

Duration in months

36

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: Yes

Description of options

2 x 12-month options to extend

## **II.2) Description**

### **II.2.1) Title**

Independent Persons (Children and Adult Stage Two Complaints)

Lot No

4

### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

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

NUTS codes

- UKC - North East (England)

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

Delivery of Independent Persons (Children and Adult Stage Two Complaints) Services



### **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: £240,000

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

Duration in months

36

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: Yes

Description of options

2 x 12-month options to extend

## **II.2) Description**

### **II.2.1) Title**

Independent Chairs for Stage Three Statutory Children's Social Care Complaints

Lot No

5

### **II.2.2) Additional CPV code(s)**

- 79110000 - Legal advisory and representation services

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

NUTS codes

- UKC - North East (England)

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

Delivery of Independent Chairs for Stage Three Statutory Children's Social Care Complaints Services

#### **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: £60,000

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

Duration in months

36

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: Yes

Description of options

2 x 12-month options to extend

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

#### **II.2.1) Title**

Independent Panellists for Stage Three Statutory Children's Social Care Complaints

Lot No

6

**II.2.2) Additional CPV code(s)**

- 79110000 - Legal advisory and representation services

**II.2.3) Place of performance**

NUTS codes

- UKC - North East (England)

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

Delivery of Independent Panellists for Stage Three Statutory Children's Social Care Complaints Services

**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: £60,000

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

Duration in months

36

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: Yes

Description of options

2 x 12-month options to extend

## **II.2) Description**

### **II.2.1) Title**

Independent Persons for Secure Accommodation Reviews

Lot No

7

### **II.2.2) Additional CPV code(s)**

- 79110000 - Legal advisory and representation services

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

NUTS codes

- UKC - North East (England)

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

Delivery of Independent Persons for Secure Accommodation Reviews Services

### **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: £30,000

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

Duration in months

36

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: Yes

Description of options

2 x 12-month options to extend

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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

Full requirements are detailed in the tender pack

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

Full requirements are detailed in the tender pack

Minimum level(s) of standards possibly required

Full requirements are detailed in the tender pack

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

Full requirements are detailed in the tender pack

Minimum level(s) of standards possibly required

Full requirements are detailed in the tender pack

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

Full requirements are detailed in the tender pack

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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

20 December 2021

Local time

5:00pm

#### **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

21 December 2021

Local time

10:00am

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

Newcastle City Council ("the Lead Authority") is acting as the lead authority on behalf of the North East Procurement Organisation (NEPO) and its Member Authorities, in respect of the procurement of this Flexible Procurement Agreement (Contract) for:

Lot 1 - Children's Advocacy,

Lot 2 - Independent Visitor Services

Lot 3 - Investigating Officers (Children and Adult Stage Two Complaints)

Lot 4 - Independent Persons (Children and Adult Stage Two Complaints)

Lot 5 - Independent Chairs for Stage Three Statutory Children's Social Care Complaints

Lot 6 - Independent Panellists for Stage Three Statutory Children's Social Care Complaints

Lot 7 - Independent Persons for Secure Accommodation Reviews

The North East regional governance arrangements have determined that this is a non-mandatory collaborative exercise, and as a result, Local Authorities can 'opt-in' to the six different elements of the solution, with some Local Authorities choosing to continue to purchase some of these services through other local arrangements.

The Participating Local Authorities 'opting in' to the initial phase of this solution will be:

1. Darlington - all elements except Independent Visitors,
2. Durham - all elements except Children's Advocacy
3. Gateshead - all elements
4. Hartlepool - all elements except Independent Visitors
5. Middlesbrough - all elements except Independent Visitors,



6. Newcastle (Lead Authority) - all elements
7. North Tyneside - all elements except Independent Visitors,
8. Northumberland - all elements except Children's Advocacy
9. Redcar & Cleveland - all elements except Independent Visitors,
10. South Tyneside - all elements
11. Stockton - all elements except Independent Visitors, and
12. Sunderland - all elements

Local Authorities who have 'opted out' for any Lot at this initial period of the solution may 'opt-in' to use the solution during its term.

The agreement will be available for use by all NEPO Members. A list of member organisations is available in the About section of the NEPO website at: [www.nepo.org](http://www.nepo.org).

This agreement will also be made available to all current and future NEPO Associate Members. Current Associate Members are listed in the Associate Member section of the NEPO website at: [www.nepo.org/associate-membership/list](http://www.nepo.org/associate-membership/list).

NEPO intends to make the resulting agreement available for use by all Contracting Authorities throughout all administrative regions of the UK (as defined by the Public Contracts Regulations 2015) including but not limited to Government Departments and their Agencies, Non-Departmental Public Bodies, Central Government, NHS Bodies, Local Authorities, Emergency Services, Coastguard Emergency Services, Educational Establishments, Registered Social Landlords and Registered Charities who have a need to purchase the above services.

Please see the following websites for further details:

<http://www.direct.gov.uk/en/DI1/Directories/Localcouncils/index.htm>

<https://www.gov.uk/government/organisations/department-for-education>

<https://www.gov.uk/check-a-university-is-officially-recognised/recognised-bodies>

<http://www.schoolswebdirectory.co.uk/localauthorities.php>

<http://www.ukschoolsdirectory.net>

<https://www.gov.uk/find-school-in-england>

<https://education.gov.scot/ParentZone>

<http://hwb.wales.gov.uk/>

<https://www.education-ni.gov.uk/>

<https://www.gov.uk/government/publications/open-academies-and-academy-projects-in-development>

<http://unistats.direct.gov.uk/institutions/>

<http://www.hefce.ac.uk/workprovide/unicoll/heis/>

<http://www.hefce.ac.uk/workprovide/unicoll/fecs/>

<http://www.nhs.uk/ServiceDirectories/Pages/AcuteTrustListing.aspx>

<http://www.wales.nhs.uk/nhswalesaboutus/structure>

<http://www.scottishambulance.com/TheService/organised.aspx>

<http://www.hscni.net/index.php?link=trusts>

<http://www.scottishambulance.com/TheService/organised.aspx>

<http://www.direct.gov.uk/en/DI1/Directories/A-ZOfCentralGovernment/index.htm>

<https://www.gov.uk/government/organisations>

<http://www.northernireland.gov.uk/gov.htm>

<http://www.nidirect.gov.uk/local-councils-in-northern-ireland>

<http://www.scotland.gov.uk/Publications/2012/02/2421/1>

<https://www.communities-ni.gov.uk/contact>

<https://www.finance-ni.gov.uk/articles/list-public-bodies-which-ni-public-procurement-policy-applies>

<https://www.ons.gov.uk/>

<https://www.police.uk/forces/>

<http://www.police-information.co.uk/index.html>

<http://www.psnl.police.uk/index.htm>

<http://www.scotland.police.uk/>

<https://www.gov.uk/government/organisations/maritime-and-coastguard-agency>

<http://www.fireservice.co.uk/information/ukfrs>

<http://www.gov.scot/Topics/archive/law-order/Police/PoliceServiceofScotland>

<http://www.fire.org.uk/fire-brigades.html>

<http://www.nifrs.org/areas-districts/>

<http://www.firescotland.gov.uk/your-area.aspx>

<https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>

<http://directory.scottishhousingregulator.gov.uk/pages/default.aspx>

<https://gov.wales/topics/housing-and-regeneration/publications/registered-social-landlords-in-wales/?lang=en>

<https://www.nidirect.gov.uk/contacts/housing-associations>

[http://www.charity-commission.gov.uk/About\\_us/Regulation/Registering\\_charities\\_index.aspx](http://www.charity-commission.gov.uk/About_us/Regulation/Registering_charities_index.aspx)

<http://www.oscr.org.uk/>

<https://idea.org.uk/>

<http://apps.charitycommission.gov.uk/Showcharity/RegisterOfCharitis/register>

homepage.aspx

[http://www.sell3wales.gov.uk?Search/search\\_Auth.aspx](http://www.sell3wales.gov.uk?Search/search_Auth.aspx)

<http://www.communities.gov.uk/newsroom/factsandfigures/housingplanning1/>

facts/socialhousing/?id=1822644

A complete list of permissible users is shown on the NEPO website below:

<https://www.nepo.org/associate-membership/permissible-users>

Organisations wishing to access the NEPO agreement will be required to register as a NEPO Associate Member in the first instance.

Further information can be found at: [www.nepo.org](http://www.nepo.org)

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

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

North East Procurement Organisation (NEPO)

Newcastle

Country

United Kingdom