

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/031742-2024>

Contract

## **Service User and Lived Experience Engagement**

Norfolk County Council

F03: Contract award notice

Notice identifier: 2024/S 000-031742

Procurement identifier (OCID): ocds-h6vhtk-04886f

Published 3 October 2024, 2:51pm

### **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.aspx/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**

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**

Norfolk County Council has awarded a contract 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 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.

#### **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: £360,000

### **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 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. 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

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

Price

### **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

---

## **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.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-024837](#)

---

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

### **Contract No**

NCCT42973

### **Title**

Service User & Lived Experience Engagement

A contract/lot is awarded: Yes

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

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

1 October 2024

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

Number of tenders received: 3

Number of tenders received from SMEs: 1

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

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

Together for Mental Wellbeing Support Services Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £360,000

Total value of the contract/lot: £341,000

---

## **Section VI. Complementary information**

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

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

Nplaw

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.