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Contract

Service User and Lived Experience Engagement

Norfolk County Council

F03: Contract award notice

Notice identifier: 2024/S 000-031742

Procurement identifier (OCID): ocids-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

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.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.