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Tender

## **Domestic Abuse Refuge and Refuge Based Support Services for Women and Children**

Durham County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-056536

Procurement identifier (OCID): ocds-h6vhtk-054893 ([view related notices](#))

Published 15 September 2025, 12:34pm

### **Scope**

### **Reference**

002487

### **Description**

Durham County Council is seeking to commission a comprehensive and trauma-informed domestic abuse refuges and refuge support service that meets the diverse needs of women (and their dependent children if applicable) affected by domestic abuse and who are seeking safe accommodation from high-risk domestic abuse situations.

The aim of the service is to provide temporary safe accommodation within a refuge setting to victim-survivors of domestic abuse (and any dependent children/young people that are accommodated) that improves the safety, harm reduction, recovery and wellbeing of the victim-survivors. The commissioned service(s) should have a strong focus on partnership working and community engagement.

We welcome proposals from experienced providers who can demonstrate a commitment to survivor-led approaches, multi-agency collaboration, and continuous improvement. The

successful provider will play a vital role in helping us create a safe and supportive environment for those impacted by domestic abuse.

The opportunity is issued as multiple Lot contract based on geographical locations. Suppliers can bid for a maximum of two geographical areas/lots.

Geographical Area Number of Units

Lot 1 North Durham 9

Lot 2 South Durham 8

Lot 3 East Durham 6

Lot 4 Central Durham 9

It should be noted that whilst premises that exceed the minimum required number of units detailed above may bid/be successful in contract award, the total annual settlement (the annual contract value) will remain as specified in the Tender documents.

Permitted Changes to Contract:

Funding for these services is reliant upon the continued availability of funds from both the Council's core budget and Domestic Abuse Act Part 4 funding received from the MHCLG. Funding amounts and sources are uncertain over the contract term and therefore DCC may need to invoke either contract modifications or termination as permitted under the relevant sections of the contract terms and conditions.

At the Council's discretion, should the Council acquire further funding, including from different sources, additional services may be required and may slightly differ to that detailed above but will fall under the remit of domestic abuse refuges and/or refuge-based support services.

The Council reserves the right to apply inflationary uplifts to the contract value at its sole discretion and will be based upon the availability of funding and commissioning priorities.

The Council reserves the right to modify the service specification if new legislation and/or guidance re. domestic abuse refuges and/or refuge-based support services is published by the Government.

If a successful bidder's contract is terminated, either at the Council's or the provider's discretion, the council has the discretion to approach one or all of the other successful bidders to offer them the opportunity to deliver refuge and refuge-based support services in this geographical area OR go to market for a new supplier.

## **Total value (estimated)**

- £4,115,875 excluding VAT
- £4,939,050 including VAT

Above the relevant threshold

## **Contract dates (estimated)**

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

The contract is being let with the options to extend for one period of up to 24 months each, from the contract end date, subject to Commissioner and budget approval.

## **Main procurement category**

Services

## **CPV classifications**

- 85000000 - Health and social work services

## **Contract locations**

- UKC14 - Durham CC

## **Lot constraints**

Maximum number of lots a supplier can bid for: 2

Maximum number of lots a supplier can be awarded: 2

Description of how multiple lots may be awarded:

The opportunity is issued as multiple Lot contract based on geographical locations. Suppliers can bid for a maximum of two geographical areas/lots and can be awarded a maximum of two geographical areas/lots.

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## **Lot 1. North Durham**

### **Description**

Durham County Council is seeking to commission a comprehensive and trauma-informed domestic abuse refuges and refuge support service in North Durham that meets the diverse needs of women (and their dependent children if applicable) affected by domestic abuse and who are seeking safe accommodation from high-risk domestic abuse situations.

The number of units required in North Durham is 9.

### **Lot value (estimated)**

- £1,101,340 excluding VAT
- £1,321,608 including VAT

## **Same for all lots**

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot 2. South Durham**

### **Description**

Durham County Council is seeking to commission a comprehensive and trauma-informed domestic abuse refuges and refuge support service in South Durham that meets the diverse needs of women (and their dependent children if applicable) affected by domestic abuse and who are seeking safe accommodation from high-risk domestic abuse situations.

The number of units required in South Durham is 8.

### **Lot value (estimated)**

- £1,028,970 excluding VAT
- £1,234,764 including VAT

## **Same for all lots**

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot 3. East Durham**

### **Description**

Durham County Council is seeking to commission a comprehensive and trauma-informed domestic abuse refuges and refuge support service in East Durham that meets the diverse needs of women (and their dependent children if applicable) affected by domestic abuse and who are seeking safe accommodation from high-risk domestic abuse situations.

The number of units required in East Durham is 6.

### **Lot value (estimated)**

- £884,225 excluding VAT
- £1,061,070 including VAT

### **Same for all lots**

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot 4. Central Durham**

### **Description**

Durham County Council is seeking to commission a comprehensive and trauma-informed domestic abuse refuges and refuge support service in Central Durham that meets the diverse needs of women (and their dependent children if applicable) affected by domestic abuse and who are seeking safe accommodation from high-risk domestic abuse situations.

The number of units required in Central Durham is 9.

### **Lot value (estimated)**

- £1,101,340 excluding VAT
- £1,321,608 including VAT

## **Same for all lots**

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Participation**

### **Particular suitability**

**Lot 1. North Durham**

**Lot 2. South Durham**

**Lot 3. East Durham**

**Lot 4. Central Durham**

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

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## **Submission**

### **Enquiry deadline**

10 October 2025, 10:00am

### **Submission type**

Tenders

**Tender submission deadline**

3 November 2025, 10:00am

**Submission address and any special instructions**

[www.open-uk.org](http://www.open-uk.org)

**Tenders may be submitted electronically**

Yes

**Languages that may be used for submission**

English

**Award decision date (estimated)**

10 December 2025

**Recurring procurement**

Publication date of next tender notice (estimated): 1 April 2030

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**Award criteria**

Name	Type
Technical Questions	Quality
Property Inspection	Quality
Price	Price

## Weighting description

Stage 1 consists of essential contract specific pass/fail questions and Technical Questions with a total weighting of 90% and Price weighting of 10%. The bidders ranked 1st and 2nd for each Lot will progress to Stage 2.

Stage 2 has been designed to assess the property from with the domestic abuse support service will be delivered. This consists of a property inspection where by a checklist is undertaken and Evaluators using their professional judgement determine the score using stated criteria. The weighting of Stage 2 is 100%.

The score from Stage 1 equals 65% of the total score.

The score from Stage 2 equals 35% of the total score.

Following the results of the evaluation the Council will be in a position to award the contract for each Lot to the bidder with the highest final evaluation score for each Lot.

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## Other information

### Description of risks to contract performance

Funding for these services is reliant upon the continued availability of funds from both the Council's core budget and Domestic Abuse Act Part 4 funding received from the MHCLG. Funding amounts and sources are uncertain over the contract term and therefore DCC may need to invoke either contract modifications or termination as permitted under the relevant sections of the contract terms and conditions.

The Council reserves the right to modify the service specification if new legislation and/or guidance regarding domestic abuse refuges and/or refuge-based support services is published by the Government.

## **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Competitive flexible procedure

### **Special regime**

Light touch

### **Competitive flexible procedure description**

Stage 1 - has been designed to assess the suitability of bidders to deliver the Council's domestic abuse refuge support service requirement(s), to exclude any unsuitable bidders, and to produce a shortlist of those bidders most suited to proceed to Stage 2. The Council will shortlist a maximum of 2 bidders only per Lot (assuming that there are at least 2 suitably qualified organisations per Lot).

Stage 2 - has been designed to assess the property from with the refuge based domestic abuse support service will be delivered.

Stage 3 - Bidders with the highest combined scored from Stage 1 and Stage 2 (stage 1 - 65% and Stage 2 - 35%) per Lot will be invited to meet with the Council to finalise the proposal to ensure this meets the Council's needs prior entering into contract (if required). This stage will be completed after the intend to award and standstill process.

## Documents

### Associated tender documents

<http://www.open-uk.org>

Tender documents can be accessed free of charge at [www.open-uk.org](http://www.open-uk.org) under the project title 'Domestic Abuse Refuge and Refuge Based Support Services for Women and Children'

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### Contracting authority

#### Durham County Council

- Public Procurement Organisation Number: PMPB-8772-VYWM

Corten House, Dunholme Close

Durham

DH1 5WB

United Kingdom

Email: [corporate.procurement@durham.gov.uk](mailto:corporate.procurement@durham.gov.uk)

Website: <http://www.durham.gov.uk/>

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government