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Tender

Behaviour Support Service for Families

Norfolk County Council

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

Notice identifier: 2025/S 000-057342

Procurement identifier (OCID): ocds-h6vhtk-055ec4 ([view related notices](#))

Published 17 September 2025, 1:50pm

Scope

Reference

NCCT43236

Description

Norfolk County Council is looking to commission a new service that will use a Positive Behaviour (PBS) informed approach to provide targeted assistance to 10 - 15 children per year, particularly for those children at risk of entering long-term care placements, by addressing behaviour that challenge regardless of the root cause or diagnosis. The service is for children and young people up to age 18 with behaviour that challenges those around them and requires a holistic and whole family approach, delivered to their parents, carers and other people in their natural network as required

Total value (estimated)

- £1,200,000 excluding VAT

- £1,440,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 2 January 2026 to 1 January 2029
- Possible extension to 1 January 2030
- 4 years

Description of possible extension:

The Contract may be extended by up to 12 months at the Council's discretion

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKH15 - Norwich and East Norfolk
 - UKH16 - North and West Norfolk
 - UKH17 - Breckland and South Norfolk
-

Participation

Legal and financial capacity conditions of participation

The Council will be assessing the legal, financial and technical ability of bidders to perform the contract being procured as set out in the Invitation to Tender. This assessment includes past experience, financial suitability, health and safety, modern slavery and references. These are all designated as pass/fail criteria.

Particular suitability

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

Submission

Enquiry deadline

10 October 2025, 11:00am

Tender submission deadline

17 October 2025, 11:00am

Submission address and any special instructions

This procurement will be managed electronically via the Council's e-procurement system. To participate in this procurement and gain access to documents when they are available, applicants must first be registered on the system at <https://in-tendhost.co.uk/norfolkcc>.

Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc/asp/BUYERProfiles>.

Once registered you will be able to see the procurement project under the `tenders` section and `express an interest` in this tender. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing support@in-tend.co.uk.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 December 2025

Award criteria

Name	Type	Weighting
Service delivery	Quality	30%
Management of the Service	Quality	30%
Management of the Performance Framework	Quality	20%
Price	Price	20%

Other information

Payment terms

As per the terms and condition issued with this procurement.

Description of risks to contract performance

Norfolk County Council has joined the government's Devolution Priority Programme.

This process has the potential to lead to the establishment of a county combined authority for Norfolk and Suffolk, with strategic powers, headed by an elected mayor. A consultation is under way.

Government has also invited participation by Norfolk in Local Government Review. This process has the potential to lead to unitary local government in Norfolk. One of these changes could happen without the other. The contract may be assigned or novated to any successor authority(ies) to Norfolk County Council or to any joint body incorporating or formed by any such successor. The County Council or a successor authority or joint body may order services on behalf of other local authorities serving any area within Norfolk's current geographical boundaries.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Documents

Associated tender documents

[Schedule 1 Behaviour Support Service Specification VF.docx](#)

[NCCT43236-Behaviour Support Service for Families ITT FV.docx](#)

[T&C's for NCCT43236 Behaviour Support Service for Families FV.docx](#)

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Email: sourcingteam@norfolk.gov.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government