

**Regulated Below-Threshold Tender**

Invitation to Tender for

OUT OF COURT RESOLUTION PATHWAY

**CONTRACT REFERENCE: CCM/0946**

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**Document 2 – Statement of Requirements**

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# Introduction

## This Invitation to Tender (“ITT”) has been issued by the Contracting Authority who are seeking to award a Light Touch below-threshold contract for the provision of out of court resolution pathway as described in Section 4.

## This will be tendered on behalf of Lincolnshire Police (the Contracting Authority/Force).

## The Contracting Authority wishes to establish a single provider Contract for this requirement.

## Bidders should note that the Requirements covered by this Procurement are not divided into Lots. This is because the consistency of service (including adherence to KPIs) is required across the Services as a whole and therefore Lots are not suitable.

## The Contract Term shall be a period of 3 years with two options to extend by up to 12 months each at the sole discretion of the Contracting Authority. These options to extend may be exercised at the same time.

## The anticipated commencement date of the contract is Tuesday 1st July 2025. Any changes to this commencement date will be communicated to all Bidders through the e-tendering portal.

# Background

## Lincolnshire Police has a mix of police officers, police staff, special constables and volunteers. The Force make up is:

## 

## Lincolnshire is the 2nd largest county in the UK and borders 8 other counties. The county is predominantly rural, with an area of 6,959 km 2 (2,687 sq. mi) and 50 miles of coastline. Lincolnshire has a population of 768,400 people (49% male, 51% female), a 7.7% increase since 2011, with 333,600 households. Lincolnshire has a population density of 129 people/sq. km; however, Lincoln district has 2,911 people/sq. km making it the 4th highest population density in the East Midlands.

## For further information on the Contracting Authority, visit <http://www.lincolnshire-pcc.gov.uk> and <https://www.lincs.police.uk/>.

## The use of Out of Court Resolutions (OOCR) within Police forces as an alternative to prosecution has been seen as best practice in diverting some offenders away from the Justice system and reducing recidivism.

## As part of that process, face to face interventions have and are being delivered by external partners to offenders to assist in managing future behaviour. The programme has been successful.

## Electronic interventions are also being delivered to Police forces which allow triaging between those who need a face-to-face service vs those who can be channel shifted into online services or a combination of the two. All forces will be moving towards an NPCC Guidance two tiered framework and the specifications of any new service will need to meet those requirements.

## Since 2017 the National Police Chiefs’ Council Out of Court Resolutions and Charging Strategy has envisaged a streamlined framework for adult non-court disposals and delivered well, out of court resolutions can give speedy justice for victims in appropriate low-level cases. The adoption of this framework becomes statutory under the Police, Crime, Sentencing and Courts (PCSC) Act 2022, and is expected to go live in 2025. There is an increased focus throughout the PCSC Act on all out of court resolutions having conditions attached that target offender behaviour and minimise reoffending, and in order to do this, forces will need to have access to a suite of robust interventions available.

# Social Value

## The Contracting Authority will consider how economic, social, and environmental well-being may be improved through the goods, works and services we procure, and how procurement may secure those improvements, under the provisions of the National Procurement Policy Statement and Wales Procurement Policy Statement (Procurement Act s.13-14), the Public Services (Social Value) Act 2012 and the Well-being of Future Generations (Wales) Act 2015.

## We want to use the opportunity the Act presents to enable the organisation to support the Government’s missions of sourcing goods and services that deliver value for money, including social and economic value across the commercial lifecycle that:

* Kickstart economic growth through:
* opportunities for small businesses and social enterprises across the country;
* high quality jobs that offer fair wages and good working conditions;
* encouraging innovation and the development of new technologies in line with the Industrial Strategy.
* Make Britain a clean energy superpower through:
* accelerating to net zero, reducing greenhouse gas emissions in line with the UK national carbon budget, minimising waste, supporting delivery of clean power by 2030, and promoting the use of green technologies;
* taking account of environmental risks and ensuring suppliers are committed to high environmental standards and protecting natural habitats and biodiversity.
* Take back our streets through:
* reducing crime by providing support to organisations that strengthen community cohesion, awareness raising and action;
* encouraging suppliers to recruit from groups that struggle to access employment opportunities.
* Break down barriers to opportunity through:
* addressing specific skills gaps and facilitating access to training and other development opportunities;
* removing barriers to entry for young people and under-represented groups, including people with protected characteristics and care leavers.

## The Contracting Authority’s definition of social value is:

## “Outcomes, measures and activity that will create safer, more resilient communities, reduce offending and reoffending and improve the quality of life of local residents.”

## Bidders should build the above considerations into their proposals and identify the social value outcomes and measures that they will deliver when providing the goods, services and/or works.

# Scope and Specification

## The Force is looking to procure an electronic interventions solution that will meet the needs of offenders with a wide and diverse range of needs over many offence types.

## The Force requires access to an unlimited number of online referrals throughout the contract period.

## The intervention programme must take account of the requirements of, and facilitate compliance with, relevant legislation and guidelines including, but not limited to accessibility guidelines.

## The supplier shall accept referrals directly from either the Contracting Authority or a Force approved third party (for example, Youth Offending or an intervention agency).

## Referred clients should be treated in a respectful, sensitive, tailored, and professional manner without discrimination of any kind. They should receive appropriate support to help them, as far as possible, to prevent them re-offending.

## It is important that referred clients know what information and support is available to them including self-referral to other support agencies.

## Electronic interventions will need to be accessible by clients using any ‘smart device’ (smart phone, tablet, computer) and be available for users to work their way through a structured programme in their own time and at their own pace, saving progress and with a form of reproduceable, downloadable or otherwise form of certificate of completion.

## Electronic interventions will need to be accessible to clients with basic levels of literacy and to those who are non-English speaking (On request).

## The interventions must be designed in line with learning styles for those with neuro-diversity issues, and in general terms do not exceed a level 2 education standard.

## The content material for the interventions should contain terminology which aligns with UK Policing, College of Policing Guidance and APP best practice.

## The Force reserves the right to upon request review the intervention content prior to it be available to clients. In addition, the Force reserves the right to work with the supplier to develop or tailor any content.

## Post attitudinal and Pre attitudinal tests are to be carried out by the supplier, or an alternative equivalent process to identify positive behaviour change.

## The package should include a form of offender needs assessment to assist in the identification of the most appropriate diversion to use.

## Clients must not be able to scroll through the intervention and mandatory elements must be completed. (They must show meaningful engagement with the Intervention)

## The supplier will have available, a suite of interventions to allow the client to receive the most appropriate intervention in response to their offending behaviours.

## The service will manage referrals on an “offender-pays” basis, with capability to also accept externally funded referrals not included in the offender pays structure. The Force will not fund any interventions.

## The cost of interventions must be at a reasonable, ethical and affordable level so that clients can afford to pay for the intervention.

## Full details of and the breakdown of intervention course costs, financial support and means testing and administrative surcharges shall be provided to the Force on an open book basis.

## The supplier suite of electronic interventions should include (but are not limited to) the following:

* Addiction support – Alcohol and Drug misuse
* Anger Management
* Emotional Wellbeing
* Thinking Skills
* Homelessness/ accommodation support
* Restorative justice
* Education and employment
* Domestic Abuse
* Understanding of gender roles/VAWG
* Victim Awareness Courses
* Impact of Crime
* Shoplifting / theft / fraud
* Knife / weapons
* Harassment and Mal Comms / online offences
* Animal Offences
* Gang violence

## The supplier will provide the Force with a dedicated technical helpdesk for any technical or practical queries which may arise.

## Reporting will be returned for this Contract on a quarterly basis (with a monthly data capture or more frequent if possible) the format and final reporting template will be agreed between the supplier and the Force after the award of the Contract.

## The method of completing referrals, tracking and setting of alerts or alerts for progress and status of referrals must be as far as possible, automated and reduce the administrative burden so far that the projected volume for the Force can be reasonable achieved by one member of staff, or two should demand increase beyond anticipated rates.

## The system should be able to provide automatic reminders or updates to clients, police or victims as appropriate, by default or to be configurable to do so after implementation.

## The reporting should be sufficient to allow full assessment of completion rates, client engagement, volume of referral, selection of diversion activity and be able to identify areas of best practice or for improvement in selection of diversions or otherwise unmet need.

## Performance data reports must be able to be amended to meet any future imposed datasets mandated by UK central government.

## The supplier must meet the Contracting Authority’s DPIA requirements and agree to sign Information Sharing agreements as well as meet all current UK Data and GDPR legislation.

## The supplier will need to ensure compliance with the Police Code of Ethics and Standards of Professional Behaviour (code\_of\_ethics.pdf (college.police.uk)).

## The supplier will be required to attend progress meetings to review the overall Contract performance as convened. These meetings will be held at three monthly intervals during the course of the Contract.

## The supplier shall at all times during the Contract provide the services to meet (or exceed) the Key Performance Indicator (KPI) Measure for each KPI.

## The proposed KPI’s are listed below. Formalised management and KPI’S for this Contract will be agreed post award with the successful supplier.

## The KPI’s will be reviewed on an annual basis and may be updated to ensure relevance to the Contract at all times.

## The KPI’s are subject to change at the Force’s discretion throughout the term of the Contract.

# Additional Information

## Vetting Requirements

### Due to the information the supplier and their staff will be party to, there may be a requirement for vetting under this contract to NPPV (Non-Police Personnel Vetting) Level 2 abbreviated (NPPV2). Any cost for undertaking staff vetting will be met by the successful Bidder. The vetting must remain valid throughout the duration of the Contract.

### All persons (including sub-contracted employees) connected with the successful Bidder and deemed to require vetting will be required to complete the vetting forms which will be made available to the supplier upon Contract award and pass the vetting process.

### The current cost for NPPV2 is £170.00 per person (inclusive of VAT) and is valid for 3 years. Please note the Contracting Authority reserves the right at any time within the Contract period to revise the vetting levels and costs. An example of all vetting costs is provided here:

## <https://www.warwickshire.police.uk/police-forces/warwickshire-police/areas/warwickshire-police/about-us/about-us/police-national-vetting-service/useful-documents/>

### Staff that are not vetted must not be used on the Contract until such time as the vetting has been completed and the supplier has been notified that all is in order.

# Pricing

## Bidders must complete the Pricing Schedule (Document 4) within the ITT pack.

# Delivery Model

7.1 Once a suspect has admitted the offence and agreed to the diversion, the Force will select the appropriate diversion - and notify the Provider. The Provider will be responsible for updating the force on non compliance and this in turn will be returned to the lead officer who will then consider prosecution.

# Contract Management

## As part of the submission, the successful Bidder must provide a point of contact who will be responsible for contract performance and delivery. This representative will liaise with the Contracting Authority Contract Manager on a quarterly basis and must ensure that any questions or issues are reported to the correct person for timely resolution, as detailed in the KPIs below.

## The Bidder(s) will provide a process map with contact information to illustrate timeframes and how queries will be logged, prioritised and resolved as part of their submission.

## Over the lifetime of the Contract, the successful Bidder will be expected to meet the following Key Performance Indicators, which will be reviewed on a quarterly basis as part of the contract management process:

|  |  |  |  |
| --- | --- | --- | --- |
| KPI No. | Activity Description | Measurement frequency | Target e.g. % |
| 1 | On completion of intervention achieve a minimum of 65% positive shift in thinking/attitudes | Quarterly | 100% |
| 2 | Queries / Complaints acknowledged and resolved within 3 working days | Quarterly | 98% |
| 3 | Management information  Submitted quarterly to named personal by TBC date | Quarterly | 98% |

KPI data must be provided within 10 working days of the agreed due date(s). KPI data will be used to measure and track the successful Bidder’s performance across each individual Contract and across all Contracts awarded under the Contract.

## As part of the contract management process the Contracting Authority will hold quarterly reviews with the successful Bidder.

## Reports and Management Information

### Throughout the term of the Contract the successful Bidder must provide Management Information (MI) to the Contracting Authority. This information is set out in **Annex 1.**

1. **Management Information Report**

The supplier is required to provide the information detailed in **Annex 1** – Contract MI Reports monthly within 10 working days of the month end. The report fields are not exhaustive and are subject to amendment as part of the Contracting Authority’s strategic supplier management and continuous improvement.

# Annex 1 – Contract Management Information Requirements

**A. Management Information Report**

The following management information (MI) must be provided as per the timescales detailed in paragraph 8.5.1 of this document throughout the term of the Contract by the successful Bidder to the Contracting Authority. The successful Bidder must provide this information in an electronic format, e.g. an Excel spreadsheet.

|  |  |
| --- | --- |
| **A. Management Information** | **B. Frequency** |
| **Technology**   * + Availability   + Accessibility | Monthly |
| **Quality**   * + Quality     - Number of referrals received     - Number of referrals completed     - Number of referrals not completed and returned to force     - Trends | Monthly |
| **Service**   * Queries and complaints   + Percentage responded to on time / resolved on time   + Trends in queries / complaints   + Percentage resolved first time | Quarterly |