



Report to the Police and Crime Commissioners for Cleveland and Durham

Status: For Decision

Procurement Report for the Victim Referral Services

1. Purpose

- 1.1 A central role of a PCC is to put victims and witnesses at the heart of the local criminal justice system, listening to their views and concerns and ensuring that they are reflected in the priorities of the police and other agencies.
- 1.2 The current Victim Referral Services are provided by Victim Support via Grant funding by both Cleveland and Durham PCCs. This report follows on from the decision made to test the market and award a longer term contract.
- 1.3 The aim of the victim referral provision is for victims to receive a high quality support service tailored to their individual needs to help them cope and recover from the impact of crime.
- 1.4 The route to market was the Open Procedure, advertising the opportunity in the European Journal and on Bluelight E-tendering system.
- 1.6 As a result of this procurement exercise a single provider will have the contract for the Victim Referral Services for Cleveland and Durham.

2. Recommendations

- 2.1 That the Police and Crime Commissioners note the Procurement process used to appoint a supplier for the Victim Referral Services to Tender 4.
- 2.2 The Police and Crime Commissioners approve the procurement methods investigated and recommendations put forward by the Evaluation Team.

3. Background

- 3.1 Victim Referral Services have been delivered by Victim Support via a grant by the PCC for Cleveland and the PCC for Durham. The current contract is due to expire on the 31st March 2016.
- 3.2 A decision was made to test the market and appoint a contract via an Open Tender. A Prior Information Notice (PIN) was advertised in the European Journal in September 2015 to enable some pre-market engagement with potential bidders.
- 3.3 The majority of the suppliers in the market for these services are not for profit and voluntary organisations and therefore Expanding Futures was engaged to provide aid to potential bidders with their tender submissions.
- 3.4 In October, an advert was placed in the European Journal and the Bluelight E-tendering system inviting suppliers to bid for the service. Twenty One suppliers expressed an interest and accessed the documentation, however only five bids were received by the closing date.
- 3.5 The five bids were evaluated by the evaluation team using the published evaluation criteria of 70% Quality, 10% Case Study and 20% Price.
- 3.6 In addition to evaluation of the bid submissions, the quality element included each bidder attending an interview with the evaluation team. As part of this process each bidder was presented with the same case study and asked to present back how they would deliver services based on the scenario. Each interview was scored and added to the quality element of the tender evaluation to establish a final overall score and recommendation.
- 3.7 The evaluation scores are:

Bidder	Quality	Case Study	Price	Total
	70.00%	10.00%	20.00%	100.00%
1	45.11%	9.00%	17.09%	71.20%
2	57.17%	7.00%	11.70%	75.87%
3	30.72%	7.00%	19.06%	56.78%
4	54.06%	9.00%	20.00%	83.06%
5	47.83%	7.00%	19.11%	73.94%

4. Implications

4.1 Finance

Year 1	-	£597,500 (includes potential start-up costs of £93,500)
Year 2	-	£579,000

- 4.2 Legal
Terms and Conditions are the standard services terms and conditions for the PCC for Cleveland.
- 4.3 Diversity & Equal Opportunities
There are no diversity & equal opportunity implications associated with the award of this contract.
- 4.4 Human Rights Act
There are no Human Rights implications associated with the award of this contract.
- 4.5 Sustainability
There are no sustainability implications associated with the award of this contract.
- 4.6 Risk
All risk elements have been incorporated as part of the evaluation process.

5. Conclusions

- 5.1 The Procurement Process has been completed in line with EU Procurement Legislation and the evaluation has been conducted in a fair, comprehensive, thorough and transparent process.
- 5.2 The Evaluation Team is confident that the procurement exercise has achieved Best Value.
- 5.3 The Evaluation Team recommends that the PCCs award this contract to Bidder 4; the contract period is for 2 years with an option to extend for a further 2 years.

Evaluation team:

Charles Oakley – Resources and Business Manager for PCC Durham
Jonathan Whitley – Strategic Contracts Manager for PCC Cleveland
Joanne Hodgkinson – Governance Manager for PCC Cleveland
Helen Eustace – Detective Inspector in Crime and Justice for Cleveland Police
Claire Wrightson – Procurement and Fleet Lead Business Partner – SopraSteria on behalf of Cleveland