

RECORD OF DECISION MADE BY COMMISSIONERS



Decision References 101 - 2015	
PCC for Cleveland	PCC for Durham
Executive Summary	
<p>Commissioners are asked to give their approval to the formation of a single contract for a new Victim Referral Service to cover both Cleveland and Durham PCC areas, designed to meet the needs of victims throughout Cleveland and Durham.</p> <p>A Vision for the Future of Victim Services</p> <p>The Police and Crime Commissioner for Cleveland and the Police and Crime Commissioner for Durham have made clear their commitment to put victims at the heart of criminal justice processes. They jointly Chair and Vice Chair the Cleveland and Durham Criminal Justice Board and each have Victims Strategic Planning Groups, a partnership meeting that offers advice and guidance on improving Victims Services. They are committed in their shared vision for the future of ensuring that every victim of crime and anti-social behaviour benefits from the best possible service according to their needs.</p> <p>Until now, too often the services received by a victim of crime are determined by crime type; we want to ensure that no matter what type of crime they have suffered from, victims receive personalised professional support at times when they need it most.</p> <p>We want to better identify our most vulnerable victims and focus our efforts on repeat victims to provide them with dedicated one to one support. We aim to reduce the confusion and often frustration that some victims have previously faced when receiving multiple contacts from different agencies.</p>	

Background

The Victim Referral Service has been provided in Cleveland and Durham via grant arrangements through the MOJ (prior to 2015) and for 2015/16 via grant agreed jointly between the two PCCs.

The service has been provided by Victim Support for many years. Victim Support have a lengthy and admirable track record in this region and nationally, and both PCCs wish to gratefully acknowledge the commitment to victims that Victim Support has provided to the public of Cleveland and Durham. Their support has been very much appreciated.

The PCCs in 2015/16 agreed that due to the changing legislation for victims, the changing environment for the provision of services and increasing service providers, that it would be appropriate to test the market to ensure that maximum value for money was being achieved, at the same time as defining a revised specification to achieve the optimum service to victims.

A competitive tendering exercise was undertaken from September 2015 to December 2015. The market was encouraged to bid through soft market testing events, use of voluntary development agencies and the support of Expanding Futures to aid new market entrants in understanding tendering processes. These were seen as positive approaches to tendering by the bidder community.

Proposition

It is proposed that Cleveland and Durham PCCs select as the successful bidder, the not for profit organisation Safe in Tees Valley (SITV). The bid from SITV was deemed to be the Most Economically Advantageous Tender in accordance with the evaluation criteria published and shared with the bidders.

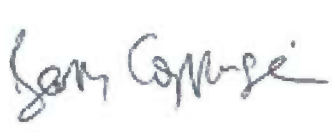
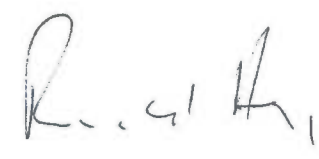
A full information and promotional campaign will be delivered as part of the transition of services. The detailed service description will be published in due course. The aim of the communication strategy will be to inform our communities of the new service, keep key stakeholders informed and ensure that victims of crime know how the service will work and the support and benefit it will give them.

Decision Requested

The Police and Crime Commissioners for Cleveland and Durham are invited to:

1. Note the details of the procurement process as set out in the paper attached at Appendix A.
2. Accept the recommendations from the procurement process set out in Appendix A and subject to completion of the necessary procurement law

NOT PROTECTIVELY MARKED

<p>processes, to award the contract for victim referral services to SITV.</p> <p>3. Commit to funding the contract for a minimum of two years at an aggregate rate of £504K for year 1, £579K for year 2. There are indicative start-up costs of circa £93.5K, but these are only paid if incurred on a full open book basis</p> <p>4. Agree to jointly govern and manage the contract in accordance with the Agreement.</p>	
<p>Police and Crime Commissioner for Cleveland The above decision request HAS / DOES NOT HAVE my approval.</p>	
<p>Police and Crime Commissioner for Durham The above decision request HAS / DOES NOT HAVE my approval.</p>	
<p>PCC for Cleveland</p>	
<p>PCC for Durham</p>	
<p>Signed:</p> 	<p>Signed:</p> 
<p>Date: 9 December 2015</p>	<p>Date: 9 December 2015</p>

Before making this decision the Commissioners received appropriate support and professional advice in relation to material implications and risks. Points of exception are captured below:

<p>Legal / Monitoring Officer Remarks</p> <p>Having read this report and having considered such information as has been provided at the time of being asked to express this view, the Monitoring Officers to the PCCs are satisfied that this report does not ask the PCCs for Cleveland and Durham to make a decision which would (or would be likely to) give rise to a contravention of the law.</p>
<p>Chief Finance Officer Remarks</p> <p>The CFOs are content that 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. The successful bidder has the lowest price in total for the contracted services across both the initial 2 year contract and also the full 4 year period should the contract extend to its maximum length. The contract price is in line with future years budgets and therefore affordable within the PCC's current financial plans.</p>

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Human Resource Advisor Remarks
The successful bidder and the outgoing provider are both legally bound to comply with TUPE Regulations. The PCCs will monitor progress of the transition process to ensure all parties are complying fully with TUPE, which aims to protect employment rights when services transfer between providers.
Other exceptional risk or compliance matters
A risk register will continue to be maintained.
The Commissioners are satisfied that prior to being invited to make this decision that the supporting documentation deals with specific compliance matters. Where appropriate these will continue to receive due consideration.



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