

For tenders



# Domestic Abuse Support Service Tender Award Outcome

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<b>Security Classification</b>	Official
<b>Disclosable under Freedom of Information Act?</b>	Yes

## 1. Executive Summary

The current contract for the provision of Domestic Abuse accommodation and support services was due to end on 31<sup>st</sup> March 2021, with a tender process commencing in 2020 to select a provider. Due to the COVID-19 pandemic the tender process was suspended and the current contract extended until 30<sup>th</sup> September 2021.

Following the completion of a Needs Assessment and Specification during autumn and winter, an Invitation to Tender was issued in March 2021. Two bids were received, but only one progressed to the Evaluation stage, which took place during May 2021. This bid was from the incumbent service provider – **Refuge**.

A multiagency evaluation panel has reviewed the Refuge bid and determined that quality and financial requirements have been met.

The Lead Commissioner for this Service is Warwickshire County Council (WCC), with co-commissioners being the Police and Crime Commissioner (PCC) for Warwickshire and the Warwickshire NHS Clinical Commissioning Group (CCG).

WCC have already made recommendations to the Leader of the Council and the Strategic Director of People, to move to contract award. The total cost of the contract across all available 7 years (5+2) of the contract is £7 million. The annual cost to the PCC has been agreed at £125,000.

## 2. Tender Background and Process

Support services for domestic abuse victims have been commissioned in Warwickshire since the late 1990s. Over the years, this provision has grown and developed as a greater understanding has evolved about how domestic abuse affects individuals and families, and in response to national policy and legislative changes which better support local action to end this form of violence.

In April 2019, AVA (Against Violence and Abuse) was commissioned by Warwickshire County Council to undertake a strategic review into domestic abuse services across the county. The recommendations from the review form the foundations on which the new service provision will be based from April 2021. The tender process followed was an Open Procedure. The intention was to award to a single provider for a countywide service.

### Oversight

A Procurement Steering Group directed and maintained oversight of the procurement process. All co-commissioners were represented along with WCC procurement leads.

## Evaluation Model

The evaluation model comprised:

<u>Stage</u>	<u>Section</u>	<u>Overview</u>
	Mandatory Questions	Pass / Fail
1	Price Evaluation (Cost)	Bids will be reviewed and those that agree to provide the service within the given budget will proceed to Stage 2.
2	Economic Viability	Bids will be reviewed to check that the offered service appears achievable within the budget amount.  Only applicants whose bids appear economically viable will proceed to Stage 3.
3	Quality (Non-Cost)	Responses are scored out of 100%
	Clarification Meeting (if needed)	This will be a clarification meeting for the evaluation panel. Clarifications provided at this meeting may be used to moderate evaluation scores previously awarded.  Applicants may also be able to demonstrate their proposed solution at this session
4	Award Stage	The contract will be awarded to the applicant with the highest Quality Score

The following bids were received:

- Refuge
- CONFIDENTIAL

## OFFICIAL

### Evaluation Panel

The following evaluation team undertook the evaluation:

- Manjit Nagra - Category Specialist, WCC
- Elaine Lister - Accountant, People - Strategy & Commissioning, WCC
- Rachel Jackson – Lead Commissioner - Vulnerable People, WCC
- Emma Guest – Domestic Abuse Commissioner - Vulnerable People, WCC
- Hannah Strick – Commissioning Support Officer - Vulnerable People, WCC
- Rachel Watt – Operations Manager - Domestic Abuse Support Team, WCC
- Richard Long - Development and Policy Lead – OPCC Warwickshire
- Cheryl Bridges – Community Safety Manager, WCC

Manjit Nagra and Elaine Lister undertook the evaluation of the mandatory elements.

Elaine Lister undertook the financial evaluation

Emma Guest, Hannah Strick and Manjit Nagra undertook the selection stage evaluation.

The remaining panel members undertook the evaluation of the non-price questions and scored according to the scoring framework.

Presentation/clarification meetings were not held as it was felt that they were not required and would not have added value.

### 3. Summary of Tender Evaluation

	Refuge	CONFIDENTIAL
Mandatory Questions	Pass	FAIL
Price Evaluation (Cost)	Pass	N/A
Economic Viability	Pass	N/A
<b>Total Weighted Quality Score</b>	<b>85.381</b>	N/A
<b>Ranking</b>	<b>1</b>	N/A

## 4. Financial Implications

A guide bid price was included in the tender of £948,500 to £1,077,000 per annum. The contract offered was for up to 7 years – an initial period of 5 years plus an option to extend for up to a further 2 years.

### Service Costs

The Annual Service costs based on the winning bidders price is as follows:

Contributor	Annual Cost	% Split *
Warwickshire County Council	£839,609	84%
Police and Crime Commissioner for Warwickshire	£125,000 **	12.5%
Warwickshire NHS Clinical Commissioning Groups	£35,391	3.5%
<b>Total</b>	<b>£1,000,000</b>	<b>100%</b>

\* The % split is not an agreed formula but is included to provide clarity as to the proportion of contributions

\*\* The PCC contribution has been previously agreed and subject to a recorded decision and letter of notification to WCC (see *Appendix A*)

## 5. Savings/Benefits

There are no savings attached to this award resulting from a competitive tender process.

## 6. Recommendations

- a) To note the outcome of the tender award based on an evaluation, completed against agreed criteria by a multi-agency panel which determined that quality, service delivery and financial thresholds and requirements have been met.
- b) To note that WCC have already progressed approval from the Leader of the Council and the Strategic Director of People to issue a contract of service to Refuge.

**Richard Long**  
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## Appendix 1 – Decision and notification of PCC contribution



WPCC2 0174 - Joint Confirmation Letter  
commissioning-func to WCC.pdf