****

**Request for Information Response Document**

**Force Control Room IDVA**

This Request for Information is published on behalf of the Humberside Office for the Police and Crime Commissioner

The Commissioners are issuing this Request for Information (“RFI”) for the purpose of establishing how many organisations may be interested in delivering services to work with victims and perpetrators of DA offences in the Humber Region in the future, and to provide early market input into the options for service delivery models. **The commissioners will wish to secure a service for the whole community regardless of any protected characteristics.**

For clarity, this procurement proposal is currently in the development stages and Commissioners wish to gauge interest from potential suppliers – **this does not constitute a formal Expression of Interest or Tender process and as such Commissioners will not respond to any clarification questions.**



Note: Please ensure that you answer this questionnaire after having read and digested the RFI and additional information document.

The Contracting Authority is committed to open government and meeting legal responsibilities under the Freedom of Information Act 2000 (FOIA) and the General Data Protection Regulation (EU) 2016/679 (GDPR). Accordingly, any information created by or submitted to the Contracting Authority (including but not limited to the information contained in this RFI, clarification questions, responses, and feedback) may need to be disclosed by the Contracting Authority in response to a request for information. Please be aware before proceeding that you may be adding personal data in response to this RFI which may be subject to privacy regulations.

Please submit completed returns by the **21 June 2024** to the Office of the Police and Crime Commissioner by e-mailing: [**stewart.atkinson@humberside.police.uk**](mailto:stewart.atkinson@humberside.police.uk)**.**

|  |  |  |
| --- | --- | --- |
| **Contact Details** | | |
|  | **Organisation name** |  |
|  | **Name of respondent and contact details** |  |
|  | **Type of organisation e.g. Public Limited Company, Limited Company, Charity, Social Enterprise, NHS organisation, other (please state)** |  |
|  | **Number of employees in the organisation** |  |
|  | **If you are considering any partnership arrangements, who would be your potential partners or sub-contractors?** |  |

**Part 1 - Proposed Service Model Options**

|  |  |  |
| --- | --- | --- |
| **A** | **Service Delivery Models** | |
|  | **The Commissioners are willing to consider a variety of service delivery options, which would be your preferred option(s)?** | |  |  |  |  | | --- | --- | --- | --- | |  | **FCR in Person** | **Online delivery only** | **Delivery in person within FCR, with flexibility to work from different locations** | | **Humberside Area Contract** |  |  |  | | **Local Authority lots** |  |  |  | | **North and South bank lots** |  |  |  | | **Other suggestions** |  |  |  |   *Please note that completing the RFI does not in any way constitute an offer and is in no way binding. It is intended as an awareness raising, communication and information gathering exercise offering an opportunity for provider organisations to help inform potential future service models and/or commissioning intentions*. |
|  | **What would you see as the potential opportunities and challenges of your preferred option?** | |  |  | | --- | --- | | **Opportunities** | **Challenges** | |  |  | |  |  |   *Add rows as required* |
| **B** | **Financial Considerations** | |
|  | **What financial risks, if any, are attached to the options you have considered?** |  |
|  | **Commissioners are considering different pricing model options including a tiered pricing structure or call off contract reflecting different levels of services – please indicate your preferred pricing model** | |  |  | | --- | --- | | **Block contract** |  | | **Cost per referral (who access support)** |  | | **Other pricing model** |  | |
|  | **Please share your reasoning so that we may better understand. If you opted for ‘other pricing model’, please advise what your preferred pricing model would be and briefly explain why.** |  |
| **C** | **Mobilisation** | |
|  | **Please explain how long you would require to mobilise the service option(s) you have indicated as your preferred?** |  |
|  | **Please describe the areas where and reasons why you would require support from the Commissioners in mobilising the service?** |  |
| **D** | **Barriers to Bidding** | |
|  | **Considering all of the above and** **the commissioners wish to secure a service for the whole community, are there any specific barriers to prevent your organisation bidding? For example:**  **Skill mix, geography, other market pressures, cost or regulatory requirements.**  **Is there any information you would want to draw attention to?** |  |

**Part 2 - General**

**Please respond to each of the questions below in the response section of the table.**

| **Subject/Question** | | **Response** |
| --- | --- | --- |
| **E** | **Market Capability and Capacity**  The Commissioners wish to understand the capacity, service development opportunities and level of expertise within the market to deliver this service. NB: This information is requested to allow the Commissioners to gauge the size and type of organisations interested in providing the service and any areas of innovation to explore. Information regarding individual organisations will not be published. | |
|  | **Do you see any opportunities for going beyond IDVA provision to incorporate other support and referral opportunities within he Force Control Room?** | If yes, please explain |
|  | **Do you see any opportunities to improve decision-making within the FCR and expedite processes on behalf of the victims of domestic abuse?** | If yes, please explain |
|  | **Do you see any opportunities for enhanced technology within the FCR IDVA service to improve the response for victims and /or perpetrators?** | If yes, please explain |
|  | **Do you envisage any opportunities for training and development both in terms of FCR (call handlers) or any partnerships in terms of raising awareness of the FCR IDVA Service?** | If yes, please explain |
|  | **Are there any emerging best practice, academic research or related service standards to which you want to draw Commissioner’s attention to?** |  |
| **F** | **Onward Engagement** | |
|  | **Please set out how you would like Commissioners to engage with you throughout any resulting commissioning process.** |  |

Please submit completed returns by the **21 June 2024** to the Office of the Police and Crime Commissioner by e-mailing: [**stewart.atkinson@humberside.police.uk**](mailto:stewart.atkinson@humberside.police.uk)**.**