

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/000410-2024>

Contract

## **Healthwatch Calderdale And Independent Health Complaints Advocacy Service**

The Borough Council of Calderdale

F03: Contract award notice

Notice identifier: 2024/S 000-000410

Procurement identifier (OCID): ocds-h6vhtk-03f671

Published 5 January 2024, 4:20pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

The Borough Council of Calderdale

Town Hall, Crossley Street

Halifax

HX1 1UJ

#### **Email**

[procurement@calderdale.gov.uk](mailto:procurement@calderdale.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKE44 - Calderdale and Kirklees

**National registration number**

184 3147 61

**Internet address(es)**

Main address

<https://www.calderdale.gov.uk/v2>

Buyer's address

<https://vortender.eu-supply.com/ctm/Company/CompanyInformation/Index/103251>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Healthwatch Calderdale And Independent Health Complaints Advocacy Service

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Lot 1: Healthwatch Calderdale. Local authorities have a statutory duty to commission a local Healthwatch organisation. Healthwatch aims to improve the quality of NHS and social care services as well as the experiences and health and social care outcomes of the public, giving citizens and communities a stronger voice to influence and challenge how health and social care services are provided.

Lot 2: Independent Health Complaints Advocacy. Local authorities have a statutory duty to commission an Independent Health Complaints Advocacy service which provides residents with information about the NHS complaints process and supports those who wish to make a complaint about an NHS health service.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £760,277.70

### **II.2) Description**

#### **II.2.1) Title**

Lot 1: Healthwatch Calderdale

Lot No

1

## **II.2.2) Additional CPV code(s)**

- 75000000 - Administration, defence and social security services

## **II.2.3) Place of performance**

NUTS codes

- UKE44 - Calderdale and Kirklees

Main site or place of performance

Calderdale

## **II.2.4) Description of the procurement**

Local authorities have a statutory duty to commission a local Healthwatch organisation. Healthwatch aims to improve the quality of NHS and social care services as well as the experiences and health and social care outcomes of the public. The aim of local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality. This is achieved by Healthwatch gathering evidence from the views and experiences of patients, service users, the general public and those who would benefit from services and support but have not engaged with them, about their local NHS and social care services, by providing feedback and recommendations for change based on that evidence, along with good practice and influencing, challenging, and holding local stakeholders to account to achieve that change. A local Healthwatch service ensures the views and feedback of the public are an integral part of local commissioning across health, social care and public health. Local Healthwatch also provides or signposts people to information to help them make choices about health and social care services.

The Local Government and Public Involvement Health Act 2007 amended by the Health and Social Care Act 2012 outlines the main legal requirements for the provision of Healthwatch.

Tenderers must note that pursuant to section 222 of the Local Government and Public Involvement in Health Act 2007 and regulations 35 to 38 of the NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012 (collectively “the Legislation”), it is a statutory requirement for a Local Healthwatch to be delivered by a body corporate which is a social enterprise. It is therefore a condition of Tender for Lot 1 that Tenderers must be a body corporate which is a social

enterprise within the meaning of the Legislation. Tenderers will be asked to confirm as part of their Standard Selection Questionnaire that they meet these requirements.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 90

Price - Weighting: 10

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot 2: Independent Health Complaints Advocacy

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 75000000 - Administration, defence and social security services

### **II.2.3) Place of performance**

NUTS codes

- UKE44 - Calderdale and Kirklees

Main site or place of performance

Calderdale

### **II.2.4) Description of the procurement**

Local authorities have a statutory duty to commission an Independent Health Complaints Advocacy (IHCA) service. The IHCA is an independent service that provides residents with information about the NHS complaints process and support for those who wish to make a complaint about an NHS health service. This includes services provided by hospitals, GPs, dentists, pharmacists, opticians and other health care practitioners. The IHCA service can also support people to make complaints against private health contractors if the treatment was funded by the NHS. The Calderdale service is for local residents but complaints are not restricted to health services received in Calderdale and can include NHS services accessed in any geographical area.

Healthwatch Calderdale will provide the access point for the IHCA service in Calderdale. Healthwatch is a statutory service and independent consumer champion for both health and social care (see Lot 1). It is important for the Provider to build a good relationship and share relevant intelligence with Healthwatch locally and nationally.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 90

Price - Weighting: 10

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-024850](#)

---

## **Section V. Award of contract**

### **Contract No**

1

### **Title**

Lot 1: Healthwatch Calderdale

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

21 November 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Healthwatch Kirklees

Elsie Whiteley Innovation Centre, Hopwood lane

Halifax

HX1 5ER

Country

United Kingdom

NUTS code

- UKE44 - Calderdale and Kirklees

National registration number

1156338

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £510,627.70



---

## **Section V. Award of contract**

### **Contract No**

2

### **Title**

Lot 2: Independent Health Complaints Advocacy

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

21 November 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

POhWER

Suite 4, Middlesex House, Meadway Corporate Centre,

Stevenage, Hertfordshire

SG1 2EF

Telephone

+44 7580482853

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

National registration number

1061543

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £249,650

---

## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court of England and Wales

Strand

London

WC2A 2LL

Email

[tcc.issue@justice.gov.uk](mailto:tcc.issue@justice.gov.uk)

Telephone

+44 2079476112

Country

United Kingdom

Internet address

<https://www.judiciary.uk/>