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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): ocids-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

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://yortender.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

Telephone

+44 2079476112

Country

United Kingdom

Internet address

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