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Tender

## **ASC 2021 021 The Provision of an Independent Health Complaints Advocacy service**

London Borough of Brent

F02: Contract notice

Notice identifier: 2023/S 000-001546

Procurement identifier (OCID): ocids-h6vhtk-039885

Published 18 January 2023, 1:01pm

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

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

London Borough of Brent

Brent Civic Centre, Engineers Way

Wembley

HA9 0FJ

#### **Contact**

Mr Bhavin Mistry

#### **Email**

[Bhavin.Mistry@brent.gov.uk](mailto:Bhavin.Mistry@brent.gov.uk)

#### **Telephone**

+44 2089373615

#### **Country**

United Kingdom

**Region code**

UKI72 - Brent

**Internet address(es)**

Main address

<http://www.brent.gov.uk/>

Buyer's address

<http://www.brent.gov.uk/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=253509c5-8896-ed11-811c-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=253509c5-8896-ed11-811c-005056b64545>

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

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

ASC 2021 021 The Provision of an Independent Health Complaints Advocacy service

Reference number

DN651635

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

- 85000000 - Health and social work services

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

Services

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

The Independent Health Complaints Advocacy service (IHCA) provides practical support and direction to residents in Brent who wish to complain or express grievances related to any aspect of care or treatment they received from any NHS funded service and to assist them in finding a resolution.

The contract value will be £60,000 per annum.

The contract will be for a period of two years with the option of two single-year extensions (2+1+1).

The contract is anticipated to commence on 01/04/2023.

#### **II.1.5) Estimated total value**

Value excluding VAT: £240,000

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

This contract is divided into lots: No

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

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

NUTS codes

- UKI72 - Brent

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

The Independent Health Complaints Advocacy service (IHCA) provides practical support and direction to residents in Brent who wish to complain or express grievances related to any aspect of care or treatment they received from any NHS funded service and to assist them in finding a resolution.

The service will also support client's complaints concerning health and social care services (and not one service in particular). The service will support the client through the appropriate complaints processes of the service they accessed.

It is projected that the service may annually work with between 280 - 300 active referrals. It is estimated that this may equate to between 1140 advocacy hours per year of the Contract.

3.1 The IHCA service required will be threefold:

- Support residents to find solutions to the grievance they have about services delivered by any NHS or Social Care funded service
- Work in partnership with local and regional Health and Social Care Professional to highlight trends in services received by residents
- Provide insight to the Council of health and social care needs within the borough

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

Quality criterion - Name: Quality / Weighting: 45

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Presentation / Weighting: 5

Price - Weighting: 40

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 April 2023

End date

31 March 2025

This contract is subject to renewal

Yes

Description of renewals

Option to extend up to two single-year extensions (1+1).

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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

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## **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

20 February 2023

Local time

10:00am

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

20 February 2023

Local time

10:00am

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: The opportunity will re-procured after 4 years.

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

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

The High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom