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Planning

## **Healthwatch Wakefield and Independent Health Complaints Advocacy Service.**

WAKEFIELD COUNCIL

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-001621

Procurement identifier (OCID): ocids-h6vhtk-04d3fc

Published 17 January 2025, 10:21am

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

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

WAKEFIELD COUNCIL

Wakefield One

WAKEFIELD

WF12EB

#### **Contact**

Cloe Cunniff

#### **Email**

[ccunniff@wakefield.gov.uk](mailto:ccunniff@wakefield.gov.uk)

#### **Telephone**

+44 7919300411

**Country**

United Kingdom

**Region code**

UKE45 - Wakefield

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.wakefield.gov.uk/>

**I.3) Communication**

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

<https://yortender.eu-supply.com/login.asp?timeout=1&target=/insidemain.asp>

Additional information can be obtained from the above-mentioned address

**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**

Healthwatch Wakefield 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**

Healthwatch Wakefield is a statutory service which influences and shapes the improvement of Health and Social Care services in Wakefield district or accessed by Wakefield district residents. It follows national standards set by Healthwatch England and is designed to empower local people to influence services. It promotes greater patient and public involvement by actively encouraging participation from residents, particularly seldom heard and under-represented groups such as young people and those facing health inequalities, to ensure diverse voices are represented. Additionally, it strengthens the role of the public in the commissioning, delivery, and scrutiny of local services.

The service will also provide a Wakefield Independent Health Complaints Advocacy Service; a free, independent, and impartial service. The core purpose of the Independent Health Complaints Advocacy Service is to ensure that people who use local NHS services have access to the support they need to clarify and articulate their concerns, to navigate the complaints process and to pursue a resolution to the satisfaction of the people using services or the exhaustion of the process. The Service will play no role in relation to matters where a complainant determines to resort to direct legal action other than appropriate signposting.

It is expected the Contract will be for a period of 3 years with an option to extend up to a further 7 years (10 years in total), with an expected commencement date of 1st October 2025. The Contract is proposed to be a single lot with a lead provider.

Contract value in the region of £295,000 per annum

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

Value excluding VAT: £2,950,000

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

This contract is divided into lots: Yes

Maximum number of lots that may be awarded to one tenderer: 2

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

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

Healthwatch Wakefield

Lot No

1

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

- 85000000 - Health and social work services

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

NUTS codes

- UKE45 - Wakefield

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

Open LTR Procurement Procedure

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

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

NHS Complaints Advocacy Service

Lot No

2

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

- 85000000 - Health and social work services

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

NUTS codes

- UKE45 - Wakefield

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

Open LTR Procurement Procedure

#### **II.3) Estimated date of publication of contract notice**

17 February 2025

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### **Section IV. Procedure**

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

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

The procurement is covered by the Government Procurement Agreement: No