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Contract

Healthwatch Stoke-on-Trent (ASCHIW/2023/431*)

Stoke-on-Trent City Council

F03: Contract award notice

Notice identifier: 2024/S 000-002384

Procurement identifier (OCID): ocds-h6vhtk-03f59e

Published 24 January 2024, 11:28am

Section I: Contracting authority

I.1) Name and addresses

Stoke-on-Trent City Council

Civic Centre, Glebe Street

Stoke-on-Trent

ST4 1HH

Contact

Miss Agnes Ashun

Email

agnes.ashun@stoke.gov.uk

Telephone

+44 1782237651

Country

United Kingdom

Region code

UKG23 - Stoke-on-Trent

Internet address(es)

Main address

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

Buyer's address

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

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 Stoke-on-Trent (ASCHIW/2023/431*)

Reference number

DN615342

II.1.2) Main CPV code

- 85140000 - Miscellaneous health services

II.1.3) Type of contract

Services

II.1.4) Short description

Provider of Healthwatch service for Stoke-on-Trent City Council. The service will:

- Act as a local independent consumer champion representing the collective voices of adults, children and young people, patients, service users, carers and the public
- Support individuals to shape health and social care delivery, and influence the services which they receive personally with commissioners, providers, regulators and Healthwatch England using local knowledge and experiences of what matters to local people
- Signpost people to an independent advocacy if they need help to complain about NHS services
- Support individuals to access information and advice about services

This contract falls under the Public Contract Regulations 2015 Light Touch Regime (LTR)

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Regulations 74 to 77. As such, the City Council will place an advert in Find a Tender Service

(FTS), publish an award notice and comply with the principles of transparency and equal treatment

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £458,750

II.2) Description

II.2.2) Additional CPV code(s)

- 85120000 - Medical practice and related services
- 85320000 - Social services

II.2.3) Place of performance

NUTS codes

- UKG23 - Stoke-on-Trent

II.2.4) Description of the procurement

The service will:

- Act as a local independent consumer champion representing the collective voices of adults, children and young people, patients, service users, carers and the public
- Support individuals to shape health and social care delivery, and influence the services which they receive personally with commissioners, providers, regulators and Healthwatch England using local knowledge and experiences of what matters to local people
- Signpost people to an independent advocacy if they need help to complain about NHS services
- Support individuals to access information and advice about services

This contract falls under the Public Contract Regulations 2015 Light Touch Regime (LTR)
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(FTS), publish an award notice and comply with the principles of transparency and equal treatment

II.2.5) Award criteria

Quality criterion - Name: Knowledge, skills and competencies / Weighting: 15

Quality criterion - Name: Local Health and Social Care Economy / Weighting: 10

Quality criterion - Name: Mobilisation and Implementation / Weighting: 10

Quality criterion - Name: Effective Model of Governance / Weighting: 15

Quality criterion - Name: Healthwatch principles and promotion / Weighting: 15

Quality criterion - Name: Insight and Intelligence / Weighting: 15

Quality criterion - Name: Presentation / Weighting: 10

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 000-024515](#)

Section V. Award of contract

Contract No

ASCHIW/2023/431

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 December 2023

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 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

Engaging Communities Solutions (CIC)

Blakenall Village Centre 79 Thames Road

Blakenall

WS3 1LZ

Country

United Kingdom

NUTS code

- UKG38 - Walsall

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £458,750

Total value of the contract/lot: £452,029

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Stoke-on-Trent City Council

Civic Centre, Glebe Street

Stoke-on-Trent

ST4 1HH

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Stoke-on-Trent City Council

Civic Centre, Glebe Street

Stoke-on-Trent

ST4 1HH

Country

United Kingdom