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Contract

## **LBN Healthwatch and NHS Complaints Advocacy Service**

LONDON BOROUGH OF NEWHAM

F03: Contract award notice

Notice identifier: 2022/S 000-003816

Procurement identifier (OCID): ocds-h6vhtk-02d839

Published 10 February 2022, 9:37am

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

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

LONDON BOROUGH OF NEWHAM

Building 1000,Dockside Road

LONDON

E162QU

#### **Email**

[eprocurement@onesource.co.uk](mailto:eprocurement@onesource.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKI41 - Hackney and Newham

## **Internet address(es)**

Main address

[www.newham.gov.uk](http://www.newham.gov.uk)

## **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**

LBN Healthwatch and NHS 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**

The London Borough of Newham is awarding contract for the Healthwatch and NHS Complaints Advocacy service. The contract start date will be 1st April 2022 for a 3 year contract. This is notice of contract award.

Newham Council has commissioned the Healthwatch and NHS Advocacy Service since 2013. 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.

Healthwatch is a statutory service mandated as a result of the Health and Social Care Act

2012. Through its core functions the Healthwatch service supports the achievement of the strategic ambitions of the local health and care system, while operating as an organisation which is independent of these systems. This includes working with local residents to understand and represent their views and experiences of local health and care services. Healthwatch also has a key role in promoting and supporting residents to be actively involved in the commissioning and provision of local services and in their scrutiny once services are in place. Healthwatch also performs a vital function in considering the standard of health and care provision and working with partners to achieve improvements. Finally, Healthwatch offers advice and information about access to health and care services to enable residents to make informed choices.

The key focus of the NHS Complaints Advocacy service is to ensure provision to empower and assist people to use the NHS complaints procedure through the use of appropriately qualified advocates.

It is intended that the service will work with partners in health and across the system to ensure a joined up approach to health and care across the borough, with a focus on improving the long term outcomes for service residents.

The procurement is being conducted in accordance with the Public Contracts Regulations 2015. The procurement is subject to the light-touch regime under Section 7 Social and Other Specific Services. Under Regulation 76 the Council is free to establish a procedure, provided that procedure is sufficient to ensure compliance with the principles of transparency and equal treatment of economic operators (Suppliers).

The contract is for a 3 year service.

The tender was evaluated based on 30% Quality, 10% Social Value and 60% Price.

### **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: £459,950

## **II.2) Description**

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

- 79720000 - Investigation services

- 98000000 - Other community, social and personal services

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

NUTS codes

- UKI41 - Hackney and Newham

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

This tendering exercise was undertaken using the electronic tendering system 'Oracle Fusion'

(<https://elyq.fa.em3.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=30000002089195>).

Suppliers will need to register for the system in order to express their interest in the tender and participate in the competitive exercise, please note registration is free.

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

Cost criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Price / Weighting: 60

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

Options: 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: Yes

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

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

Notice number: [2021/S 000-025519](#)

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

A contract/lot is awarded: Yes

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

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

12 November 2021

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

Number of tenders received: 1

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

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

CommUNITY Barnet

London

Country

United Kingdom

NUTS code

- UKI41 - Hackney and Newham

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £459,950

Total value of the contract/lot: £470,250

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## **Section VI. Complementary information**

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

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

London Borough of Newham

London

Country

United Kingdom