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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): ocids-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

Country

United Kingdom

NUTS code

UKI41 - Hackney and Newham

Internet address(es)

Main address

www.newham.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

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 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=300000002089195>).

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

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](#)

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

London Borough of Newham

London

Country

United Kingdom