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Tender

Healthwatch Wakefield

WAKEFIELD COUNCIL

F02: Contract notice

Notice identifier: 2025/S 000-005351

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

Published 17 February 2025, 12:11pm

Section I: Contracting authority

I.1) Name and addresses

WAKEFIELD COUNCIL

Wakefield One

WAKEFIELD

WF12EB

Contact

Cloe Cunniff

Email

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://vortender.eu-supply.com/ctm/supplier/publictenders?B=UK>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://vortender.eu-supply.com/ctm/supplier/publictenders?B=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 Wakefield

Reference number

95816

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 £295,305 per annum

II.1.5) Estimated total value

Value excluding VAT: £2,953,050

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE45 - Wakefield

II.2.4) Description of the procurement

Open LTR Process

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Start date

1 October 2025

End date

30 September 2028

This contract is subject to renewal

Yes

Description of renewals

The contract will be subject to renewal at the end of the next contract term.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Council may extend the Contract by up to a further 7 years, making the final possible expiry date 30 September 2035

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: [2025/S 000-001621](#)

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

Date

16 April 2025

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

16 April 2025

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Wakefield Council

Wakefield

Country

United Kingdom