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Tender

## **Local HealthWatch Service**

Wirral Borough Council

F02: Contract notice

Notice identifier: 2021/S 000-009580

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

Published 4 May 2021, 2:58pm

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

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

Wirral Borough Council

Old Market House, 3rd Floor South Wing Hamilton Building

Birkenhead

CH41 5AL

#### **Contact**

Corporate Procurement

#### **Email**

[procurementtenders@wirral.gov.uk](mailto:procurementtenders@wirral.gov.uk)

#### **Telephone**

+44 1516663541

#### **Fax**

+44 1516663705

**Country**

United Kingdom

**NUTS code**

UKD74 - Wirral

**Internet address(es)**

Main address

<http://www.wirral.gov.uk/>

Buyer's address

<http://www.wirral.gov.uk/>

**I.3) Communication**

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

[www.procontract.due-north.com](http://www.procontract.due-north.com)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.procontract.due-north.com](http://www.procontract.due-north.com)

**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**

Local HealthWatch Service

Reference number

DN541837

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

For people who use health and social care services. Offering an independent channel for people to communicate their views on the health and social care system and to influence the design and delivery of services.

Wirral Local Healthwatch is for anyone who uses or who wishes to use adult and children's health and care services in Wirral - or anyone who is caring for or represents individuals who have access to health or social care services in Wirral.

Wirral Local Healthwatch has a duty to assist local health and social care commissioners and providers, and other community stakeholders, by providing feedback, research and information on local people's views and experiences of health and social care, in order to drive up standards of service provision.

Wirral Local Healthwatch must also be able to signpost local people with complaints they may wish to progress in relation to NHS service provision to an independent health complaints advocacy services which is being tendered in a separate Lot to the Local Healthwatch Service.

Independent Health Complaints Advocacy Service

To support people to make a complaint against a NHS funded service.

The Health and Social Care Act 2012 puts a duty of Local Authorities to commission a

local Independent Health Complaints Advocacy Service.

Local Authorities are required to commission:

‘the provision of assistance for individuals making or intending to make an NHS complaint (which includes a complaint to the Health Service Ombudsman)’.

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

This contract is divided into lots: No

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

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

NUTS codes

- UKD74 - Wirral

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

For people who use health and social care services. Offering an independent channel for people to communicate their views on the health and social care system and to influence the design and delivery of services.

Wirral Local Healthwatch is for anyone who uses or who wishes to use adult and children’s health and care services in Wirral - or anyone who is caring for or represents individuals who have access to health or social care services in Wirral.

Wirral Local Healthwatch has a duty to assist local health and social care commissioners and providers, and other community stakeholders, by providing feedback, research and information on local people’s views and experiences of health and social care, in order to drive up standards of service provision.

Wirral Local Healthwatch must also be able to signpost local people with complaints they may wish to progress in relation to NHS service provision to an independent health complaints advocacy services which is being tendered in a separate Lot to the Local Healthwatch Service.

Lot 2 - Independent Health Complaints Advocacy Service

To support people to make a complaint against a NHS funded service.

The Health and Social Care Act 2012 puts a duty of Local Authorities to commission a local Independent Health Complaints Advocacy Service.

Local Authorities are required to commission:

‘the provision of assistance for individuals making or intending to make an

NHS complaint (which includes a complaint to the Health Service

Ombudsman)’.

### **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**

Duration in months

84

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

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

Date

2 June 2021

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

2 June 2021

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

Royal Courts of Justice

The Strand

London

Country

United Kingdom