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Contract

Advocacy Services - Lot 1 – IMCA/Healthwatch/Care Act Advocacy/NHS Complaints Lot 2 – Independent Mental Health Act Advocacy

Cumbria County Council

F03: Contract award notice

Notice identifier: 2021/S 000-011207

Procurement identifier (OCID): ocids-h6vhtk-02b339

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Section I: Contracting authority

I.1) Name and addresses

Cumbria County Council

Cumbria House, 107 - 117 Botchergate

Carlisle

CA1 1RD

Contact

Mrs Corrina McCleary Hill

Email

corrina.mccleary-hill@cumbria.gov.uk

Telephone

+44 1228221039

Country

United Kingdom

NUTS code

UKD1 - Cumbria

Internet address(es)

Main address

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

Buyer's address

<http://www.cumbria.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

Advocacy Services - Lot 1 – IMCA/Healthwatch/Care Act Advocacy/NHS Complaints Lot 2 – Independent Mental Health Act Advocacy

Reference number

DN515627

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Lot 1 – IMCA/Healthwatch/Care Act Advocacy/NHS Complaints - The primary role of the services shall be to meet all statutory requirements for Cumbria County Council for the provision of professional independent advocacy under the terms of the Care Act 2014, the Health and Social Care Act 2012, and the Mental Capacity Act 2005, (as amended by the Mental Health Act 2007 and within the guidelines set out in the Mental Capacity Act 2005 Code of Practice and the Deprivation of Liberty Safeguards supplement to the Code of Practice.)

The services will operate across all categories of need, including adults with learning disabilities, dementia, mental health needs, acquired brain injury, physical and sensory impairment and young people in transition to adult services.

Lot 2 – Independent Mental Health Act Advocacy - IMHA services were introduced to safeguard the rights of people detained under the Mental Health Act (referred to as 'qualifying patients'). IMHA services aim to enable people to understand their rights and safeguards under the Mental Health Act, and to participate in decisions about their care and treatment.

An Independent Mental Health Advocate is a statutory role, with specific responsibilities which include:

- Supporting qualifying patients to access information and to better understand what is

happening to them.

- Supporting qualifying patients to explore options and to engage with decision-making about their care and treatment.
- Supporting qualifying patients to articulate their own views.
- Speaking on the qualifying patient's behalf, as instructed by them, and representing them when requested.
- Accessing records relating to the qualifying patient's detention, treatment or after-care.
- Providing non-instructed advocacy to qualifying patients who cannot clearly instruct their advocate or lack capacity to make specific decisions.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £829,000

II.2) Description

II.2.1) Title

Lot 1 – IMCA/Healthwatch/Care Act Advocacy/NHS Complaints

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 1 – IMCA/Healthwatch/Care Act Advocacy/NHS Complaints - The primary role of the

services shall be to meet all statutory requirements for Cumbria County Council for the provision of professional independent advocacy under the terms of the Care Act 2014, the Health and Social Care Act 2012, and the Mental Capacity Act 2005, (as amended by the Mental Health Act 2007 and within the guidelines set out in the Mental Capacity Act 2005 Code of Practice and the Deprivation of Liberty Safeguards supplement to the Code of Practice.)

The services will operate across all categories of need, including adults with learning disabilities, dementia, mental health needs, acquired brain injury, physical and sensory impairment and young people in transition to adult services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

II.2) Description

II.2.1) Title

Lot 2 – Independent Mental Health Act Advocacy

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 2 – Independent Mental Health Act Advocacy - IMHA services were introduced to safeguard the rights of people detained under the Mental Health Act (referred to as 'qualifying patients'). IMHA services aim to enable people to understand their rights and safeguards under the Mental Health Act, and to participate in decisions about their care and treatment.

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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: [2014/S 001-123456](#)

Section V. Award of contract

Lot No

1

Title

Lot 1 – IMCA/Healthwatch/Care Act Advocacy/NHS Complaints

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 April 2021

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from tenderers from other EU Member States: 4

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

People First Independent Advocacy

Carlisle, Cumbria

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £733,000

Section V. Award of contract

Lot No

2

Title

Lot 2 – Independent Mental Health Act Advocacy

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 April 2021

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received by electronic means: 6

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

V.2.3) Name and address of the contractor

n-compass towards a brighter future

Preston, Lancashire

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £96,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Her Majesty's Court Services

The Strand

London

WC2A 2LL

Country

United Kingdom