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Planning

## **Healthwatch Service**

Staffordshire County Council

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-013228

Procurement identifier (OCID): ocds-h6vhtk-02bb1f

Published 11 June 2021, 3:31pm

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

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

Staffordshire County Council

Tipping Street

STAFFORD

ST162DH

#### **Contact**

Lisa Dobric

#### **Email**

[commercial.team@staffordshire.gov.uk](mailto:commercial.team@staffordshire.gov.uk)

#### **Telephone**

+44 1785278192

#### **Country**

United Kingdom

**NUTS code**

UKG24 - Staffordshire CC

**Internet address(es)**

Main address

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

**I.3) Communication**

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

<https://supplierlive.proactisp2p.com>

Additional information can be obtained from the above-mentioned address

**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**

Healthwatch Service

Reference number

IA2415

**II.1.2) Main CPV code**

- 85000000 - Health and social work services

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

Services

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

Please note that this is not a call for competition.

Healthwatch Staffordshire is an independent consumer champion for both health and social care services in Staffordshire. The aim of this service is to ensure they work in the best interests of patients, service users and residents and utilise intelligence gathered to influence commissioning and improve overall quality of health and social care provision.

Healthwatch also has an associated role in helping people to make a complaint about local health services independent of the NHS, via an Independent NHS Complaints Advocacy Service (ICAS). Within Staffordshire we currently Commission a single Integrated Advocacy Service model (i.e. includes IMCA, IMHA, DoLS, Care Act advocacy, NHS Complaints). The delivery for this is not to be included in the scope of the Healthwatch service.

Staffordshire County Council is going to market to recommission the Healthwatch service. The Council is looking to work with a provider who can support and shape the health and care / Sustainability and Transformation partnership (STP) for Staffordshire (Together We're Better), and the developing Integrated Care System and Health and Wellbeing Board priorities by ensuring plans reflect the patient and user voice. In doing this the provider will be required to help improve the overall quality of health and social care outcomes across Staffordshire. For the avoidance of doubt this service excludes the geographic area covered by Stoke-on-Trent City Council.

As part of the Health and Social Care Act 2012, it states that the body contracted to be the local Healthwatch must be a 'body corporate' (i.e. a legal entity), which is a social enterprise, employ its own staff and manage its own finances.

For more information go to: [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

A market engagement questionnaire is available on the procurement portal and you are invited to provide commissioners with insight that will be used to shape the service specification and understand the capacity of the market to supply the service.

To participate in this process further we would like to invite organisations interested in this opportunity to:

- Register an expression of interest, using the contract reference number IA2415 for this procurement process on our E tendering Proactis system

<https://supplierlive.proactisp2p.com/Account/Login>

- Provide responses to the market engagement questionnaire via the online soft market testing questionnaire available here:

[https://consultation.staffordshire.gov.uk/insight-planning-and-performance/bf723997/.](https://consultation.staffordshire.gov.uk/insight-planning-and-performance/bf723997/)

The closing date for all completed surveys will be by midnight on 28 June 2021

- Contact [lisa.dobric@staffordshire.gov.uk](mailto:lisa.dobric@staffordshire.gov.uk) to express interest in a potential virtual provider event in July 2021.

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

This contract is divided into lots: No

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

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

NUTS codes

- UKG24 - Staffordshire CC

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

Procurement of Healthwatch service.

#### **II.3) Estimated date of publication of contract notice**

30 September 2021

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### **Section IV. Procedure**

#### **IV.1) Description**

##### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes