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Tender

Local Healthwatch Services within Warwickshire

Warwickshire County Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2023/S 000-014610

Procurement identifier (OCID): ocids-h6vhtk-03ce91

Published 23 May 2023, 11:30am

Section I: Contracting authority

I.1) Name and addresses

Warwickshire County Council

Shire Hall, Market Square

WARWICK

CV344RL

Contact

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Country

United Kingdom

Region code

UKG13 - Warwickshire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.warwickshire.gov.uk>

I.3) Communication

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

<https://in-tendhost.co.uk/csw-jets.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/csw-jets.aspx/Home>

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

Local Healthwatch Services within Warwickshire

Reference number

15811

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.1.4) Short description

Warwickshire County Council (the Council) is seeking a single provider to deliver local Healthwatch services within Warwickshire.

Local Healthwatch services exist in every local authority area as an independent organisation with the following six key functions:

1. Gather views and experiences of patients and the public
2. Make these views known, both locally and nationally as appropriate
3. Promote and support involvement in commissioning of health services and provision of care services
4. Recommend investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)
5. Provide advice and information about access to services and support for making informed choices
6. Make known the views and experiences of people to other local Healthwatch organisations and Healthwatch England and provide a steer to help it carry out its role as a national champion

7. Access and refer customers to NHS Complaints Advocacy Services

II.1.5) Estimated total value

Value excluding VAT: £1,707,573

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKG13 - Warwickshire

Main site or place of performance

Within the county boundaries of Warwickshire

II.2.4) Description of the procurement

This is an open procedure to commission a single provider for the provision of Local Healthwatch Services within Warwickshire.

During the course of the contract period the range and scope of these services may be subject to modification and variation to meet the changing needs and requirements of the Council, potential changes in legislation and the changing demands placed on the Council by its customers.

II.2.6) Estimated value

Value excluding VAT: £1,707,573

II.2.7) Duration of the contract or the framework agreement

Start date

1 November 2023

End date

31 October 2030

II.2.14) Additional information

The initial contract term will be for 5 years however the Council reserves the right to extend the contract by further periods not exceeding 24 months (24 being the maximum available extension period) at the discretion of the Council based on the contract performance of the successful applicant and available funding.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

As detailed in the tender documentation.

The Council will undertake its financial assessment of the tendering organisation (and if considered necessary by the Council, any partners within a consortium bid) based on its own

evaluation of the tenderers' most recent 2 years accounts (or if 2 years accounts are not available, equivalent evidence which confirms financial viability). The accounts are not available, equivalent evidence which confirms financial viability). The assessment of accounts will be supported by an independent credit reference report from Credit safe where this is available. The Council may also impose a bond or performance

guarantee on the successful tenderer. Minimum level(s) of standards possibly required:

Evidence as stated in the tender documentation

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.1.10) Identification of the national rules applicable to the procedure

Information about national procedures is available at:

<https://www.legislation.gov.uk/ukxi/2015/102/contents/made>

IV.1.11) Main features of the award procedure

As stated in the tender documentation

IV.2) Administrative information

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

Date

26 June 2023

Local time

12:00pm

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

English

Section VI. Complementary information

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Warwickshire County Council will be using its e-tendering system (CSW-JETS) for the administration of this procurement process. Providers must register with the system to be able to express an interest and download documents. The web address for CSW-JETS is: <https://in-tendhost.co.uk/csw-jets.aspx/Home> Registration and use of CSW-JETS is free. All correspondence or clarifications relating to this procurement must be via the CSW-JETS correspondence function. If you are having trouble registering with CSW-JETS please email us at: procurement@warwickshire.gov.uk Providers must register on CSW-JETS and express an interest in this project in order to download tender documents and be able to correspond with us about this procurement.

VI.4) Procedures for review

VI.4.1) Review body

High Court for England and Wales

London

Country

United Kingdom