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Contract

## **COV - Healthwatch Coventry Service and Independent Health Complaints Advocacy Service**

Coventry City Council

F03: Contract award notice

Notice identifier: 2025/S 000-014764

Procurement identifier (OCID): ocids-h6vhtk-047ca2

Published 11 April 2025, 4:35pm

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

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

Coventry City Council

Council House, Earl Street

Coventry

CV15RR

#### **Contact**

Rob Amor

#### **Email**

[rob.amor@coventry.gov.uk](mailto:rob.amor@coventry.gov.uk)

#### **Telephone**

+44 2476971956

#### **Country**

United Kingdom

**Region code**

UKG33 - Coventry

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

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

Buyer's address

[www.csw-jets.co.uk](http://www.csw-jets.co.uk)

**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**

COV - Healthwatch Coventry Service and Independent Health Complaints Advocacy Service

Reference number

COV-17770

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

- 85000000 - Health and social work services

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

Services

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

Provision of the Healthwatch Coventry Service and Independent Health Complaints Advocacy Service (IHCAS).

The Provider shall deliver the Healthwatch Coventry Service and be responsible for providing the Independent Health Complaints Advocacy Service on behalf of Coventry City Council. Although Healthwatch Coventry Service and IHCAS are separate services, the Council requires a single organisation to provide both independent services in order to meet statutory duties and requirements.

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

This contract is divided into lots: No

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

Value excluding VAT: £532,921

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

#### **II.2.2) Additional CPV code(s)**

- 79720000 - Investigation services

- 85300000 - Social work and related services

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

NUTS codes

- UKG33 - Coventry

Main site or place of performance

Coventry

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

Provision of the Healthwatch Coventry Service and Independent Health Complaints Advocacy Service (IHCAS).

The Provider shall deliver the Healthwatch Coventry Service and be responsible for providing the Independent Health Complaints Advocacy Service on behalf of Coventry City Council. Although Healthwatch Coventry Service and IHCAS are separate services, the Council requires a single organisation to provide both independent services in order to meet statutory duties and requirements.

### **II.2.5) Award criteria**

Quality criterion - Name: Service Delivery / Weighting: 25

Quality criterion - Name: Governance / Weighting: 15

Quality criterion - Name: Partnerships / Weighting: 5

Quality criterion - Name: Service Accessibility and Profile / Weighting: 5

Quality criterion - Name: Implementation and Mobilisation / Weighting: 15

Quality criterion - Name: Performance Monitoring and Impact / Weighting: 5

Price - Weighting: 30

### **II.2.11) Information about options**

Options: No

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## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- No tenders or no suitable tenders/requests to participate in response to open procedure

Explanation:

An Open tender exercise commenced in July 2024. At tender close in September 2024, no tenders were received. In seeking to understand from those tenderers that had expressed an interest via the e-tendering system why they did not bid, it became apparent that the pricing envelope was a factor for the majority of organisations. However, one organisation did confirm that they could meet the pricing envelope. Negotiations were then conducted in Q1 of 2025 with Citizens Advice Mid Mercia to undertake due diligence on their proposal and financial stability to deliver.

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

The procurement is covered by the Government Procurement Agreement: Yes

### IV.2) Administrative information

#### IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-021264](#)

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## Section V. Award of contract

### Contract No

COV-17770

### Title

Healthwatch Coventry Service and Independent Health Complaints Advocacy Service

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

11 April 2025

### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

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

### **V.2.3) Name and address of the contractor**

Citizens Advice Mid Mercia

Swadlincote

Country

United Kingdom

NUTS code

- UKF13 - South and West Derbyshire

Companies House

5311627

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £532,921

Total value of the contract/lot: £532,921

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## **Section VI. Complementary information**

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

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

High Court

London

Country

United Kingdom