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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): ocds-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

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

Buyer's address

www.csw-jets.co.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**

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

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](#)

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court

London

Country

United Kingdom