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Tender

Healthwatch and Independent Advocacy Services in North East Lincolnshire

North East Lincolnshire Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-015513

Procurement identifier (OCID): ocds-h6vhtk-0503e8 ([view related notices](#))

Published 16 April 2025, 12:13pm

Scope

Reference

96683

Description

North East Lincolnshire Council is undertaking a procurement for Healthwatch and Independent Advocacy Services in North East Lincolnshire. This procurement has been lotted as follows: Lot 1: Provision of a Local Healthwatch Service . Local authorities have a statutory duty to commission a local Healthwatch organisation. Healthwatch is an independent, local health and social care watchdog, that provides signposting and ensures the voice of the community is heard regarding health and social care services. Lot 2 - Provision of a Independent Complaints Advocacy Service. Local authorities have a statutory duty to commission an Independent Health Complaints Advocacy service which provides residents with information about the NHS complaints process and supports those who wish to make a complaint about an NHS health service.

Total value (estimated)

- £925,000 excluding VAT
- £1,110,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 August 2025 to 1 August 2028
- Possible extension to 1 August 2030
- 5 years, 1 day

Description of possible extension:

2 x 12 month extensions

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services
- 85140000 - Miscellaneous health services
- 85300000 - Social work and related services
- 85312310 - Guidance services

Contract locations

- UK - United Kingdom
-

Lot LOT-0001. Lot 1 - Provision of a Local Healthwatch Service

Description

Lot 1 - Provision of a Local Healthwatch Service in North East Lincolnshire

Lot value (estimated)

- £650,000 excluding VAT
- £780,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot LOT-0002. Lot 2 - Provision of an Independent Complaints Advocacy Service

Description

Lot 2 - Provision of an Independent Complaints Advocacy Service. Local authorities have a statutory duty to commission an Independent Health Complaints Advocacy service which provides residents with information about the NHS complaints process and

supports those who wish to make a complaint about an NHS health service.

Lot value (estimated)

- £275,000 excluding VAT
- £330,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Participation

Legal and financial capacity conditions of participation

Lot LOT-0001. Lot 1 - Provision of a Local Healthwatch Service

Lot LOT-0002. Lot 2 - Provision of an Independent Complaints Advocacy Service

Financial stability check - Pass/Fail Insurances - Pass/Fail Please refer to the associated tender documents for further details on the conditions of participation.

Technical ability conditions of participation

Lot LOT-0001. Lot 1 - Provision of a Local Healthwatch Service

General Data Protection Regulation - Pass/Fail Safeguarding - Pass/Fail Conflicts of Interest - Pass/Fail Please refer to the associated tender documents for further details on the conditions of participation.

Lot LOT-0002. Lot 2 - Provision of an Independent Complaints Advocacy Service

General Data Protection Regulation - Pass/Fail Safeguarding - Pass/Fail

Particular suitability

Lot LOT-0001. Lot 1 - Provision of a Local Healthwatch Service

Lot LOT-0002. Lot 2 - Provision of an Independent Complaints Advocacy Service

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

12 May 2025, 4:00pm

Tender submission deadline

16 May 2025, 12:00pm

Submission address and any special instructions

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=91199&B=

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

17 June 2025

Award criteria

Lot LOT-0001. Lot 1 - Provision of a Local Healthwatch Service

Name	Type	Weighting
Cost	Price	30%
Service Delivery	Quality	20%
Equitability	Quality	20%
Implementation	Quality	10%
Service Continuity	Quality	10%
Social Value	Quality	10%

Lot LOT-0002. Lot 2 - Provision of an Independent Complaints Advocacy Service

Name	Type	Weighting
Cost	Price	30%
Service Delivery	Quality	20%
Implementation	Quality	10%
Service Continuity	Quality	10%
Staffing	Quality	10%
Equitability	Quality	10%
Social Value	Quality	10%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<https://uk.eu-supply.com/login.asp?B=YORTENDER>

All associated tender documents are accessible via YORtender - <https://uk.eu-supply.com/login.asp?B=YORTENDER> Click on the link, then click on current tender opportunities and search for the opportunity using the reference number

Technical specifications to be met

<https://uk.eu-supply.com/login.asp?B=YORTENDER>

The technical specifications are accessible via YORtender - <https://uk.eu-supply.com/login.asp?B=YORTENDER> Click on the link, then click on current tender

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Contracting authority

North East Lincolnshire Council

- Public Procurement Organisation Number: PXNN-3676-XCQV

Municipal Offices, Town Hall Square

Grimsby, North East Lincolnshire

DN31 1HU

United Kingdom

Contact name: Lisa Burton

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Region: UKE13 - North and North East Lincolnshire

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)