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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
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## **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.

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## **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.

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## **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)

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**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=](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

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## 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%

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## Other information

## Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

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## 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

Telephone: +44 01472000000

Email: [lisa.burton@nelincs.gov.uk](mailto:lisa.burton@nelincs.gov.uk)

Website: <https://www.nelincs.gov.uk>

Region: UKE13 - North and North East Lincolnshire

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