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Contract

## **Local HealthWatch Service**

Wirral Borough Council

F03: Contract award notice

Notice identifier: 2021/S 000-019443

Procurement identifier (OCID): ocds-h6vhtk-02acdd

Published 11 August 2021, 12:06pm

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

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

Wirral Borough Council

Old Market House, 3rd Floor South Wing Hamilton Building

Birkenhead

CH41 5AL

#### **Contact**

Corporate Procurement

#### **Email**

[procurementtenders@wirral.gov.uk](mailto:procurementtenders@wirral.gov.uk)

#### **Telephone**

+44 1516662000

#### **Fax**

+44 1516663705

**Country**

United Kingdom

**NUTS code**

UKD74 - Wirral

**Internet address(es)**

Main address

<http://www.wirral.gov.uk/>

Buyer's address

<http://www.wirral.gov.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**

Local HealthWatch Service

Reference number

DN541837

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

- 85000000 - Health and social work services

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

Services

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

ot 1- Local Healthwatch Service

For people who use health and social care services. Offering an independent channel for people to communicate their views on the health and social care system and to influence the design and delivery of services.

Wirral Local Healthwatch is for anyone who uses or who wishes to use adult and children's health and care services in Wirral - or anyone who is caring for or represents individuals who have access to health or social care services in Wirral.

Wirral Local Healthwatch has a duty to assist local health and social care commissioners and providers, and other community stakeholders, by providing feedback, research and information on local people's views and experiences of health and social care, in order to drive up standards of service provision.

Wirral Local Healthwatch must also be able to signpost local people with complaints they may wish to progress in relation to NHS service provision to an independent health complaints advocacy services which is being tendered in a separate Lot to the Local Healthwatch Service.

Lot 2 - Independent Health Complaints Advocacy Service

To support people to make a complaint against a NHS funded service.

The Health and Social Care Act 2012 puts a duty of Local Authorities to commission a local Independent Health Complaints Advocacy Service.

Local Authorities are required to commission:

‘the provision of assistance for individuals making or intending to make an NHS complaint (which includes a complaint to the Health Service Ombudsman)’.

#### **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: £1,692,036

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

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

NUTS codes

- UKD74 - Wirral

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

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Ombudsman)’.

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

Quality criterion - Name: Quality / Weighting: 55

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 35

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

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

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

Notice number: [2021/S 000-009580](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

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

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

28 July 2021

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

Number of tenders received: 3

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**

Healthwatch Wirral

Liscard Business Centre 188 Liscard Road

Wallasey

Country

United Kingdom

NUTS code

- UKD74 - Wirral

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,692,036

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## **Section VI. Complementary information**

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

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

Royal Courts of Justice

The Strand

London

Country

United Kingdom