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Tender

ESCC SS - Healthwatch and Independent Health Complaints Advocacy Service

East Sussex County Council

F02: Contract notice

Notice identifier: 2021/S 000-019767

Procurement identifier (OCID): ocds-h6vhtk-02d4a6

Published 13 August 2021, 3:48pm

Section I: Contracting authority

I.1) Name and addresses

East Sussex County Council

County Hall, St Annes Crescent

Lewes

BN7 1UE

Contact

Stephanie Saunders

Email

stephanie.saunders@eastsussex.gov.uk

Telephone

+44 1273481224

Country

United Kingdom

NUTS code

UKJ22 - East Sussex CC

Internet address(es)

Main address

www.eastsussex.gov.uk

Buyer's address

<https://in-tendhost.co.uk/sesharedservices.aspx/Home>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/sesharedservices.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/sesharedservices.aspx/Home>

Tenders or requests to participate must be submitted to the above-mentioned address

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

ESCC SS - Healthwatch and Independent Health Complaints Advocacy Service

Reference number

ESCC - 033137

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

East Sussex County Council and Health wants to commission a Provider for the Healthwatch and Independent Health Complaints Advocacy Service. The Healthwatch service is the consumer champion for health and social care listening to people to understand what matters most, influencing those that have the power to change services, and empowering people to get the most from health and social care services. The Independent Health Complaints Service (IHCAS) provides practical support and direction for individuals making or intending to make an Health Services complaint, and assisting them in finding a resolution to their complaint of Health Services in the local authority area of the East Sussex County Council. Full details can be found in the Tender documents.

II.1.5) Estimated total value

Value excluding VAT: £2,340,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKJ22 - East Sussex CC

II.2.4) Description of the procurement

East Sussex County Council and Health wants to commission a Provider for the Healthwatch and Independent Health Complaints Advocacy Service. The Healthwatch service is the consumer champion for health and social care listening to people to understand what matters most, influencing those that have the power to change services, and empowering people to get the most from health and social care services. The Independent Health Complaints Service (IHCAS) provides practical support and direction for individuals making or intending to make an Health Services complaint, and assisting them in finding a resolution to their complaint of Health Services in the local authority area of the East Sussex County Council. Full details can be found in the Tender documents.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £2,340,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2022

End date

31 March 2025

This contract is subject to renewal

Yes

Description of renewals

Subject to renewal 18 months prior to contract end date.

II.2.10) Information about variants

Variants will be accepted: No

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

II.2.14) Additional information

Total contract Value includes possible 24 months extension is £2,340000.00. Initial contract term is three years from 1 April 2022 to 31 March 2025. Contract term including extension is 1 April 2022 to 31 March 2027.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

Regulations 57 of Public Contract Regulations of 2015 (PCR 15) Mandatory and discretionary. Economic and Financial criteria. Relevant experience criteria.

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

24 September 2021

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

24 September 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Retender approximately 18 months prior to the end date.

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Initial appeal to the Head of Procurement before appeal to Public Procurement Review Service.

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Country

United Kingdom