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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](mailto: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](http://www.eastsussex.gov.uk)

Buyer's address

<https://in-tendhost.co.uk/sesharedservices/asp/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/asp/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/asp/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

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## **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.

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## **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

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## **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](mailto:publicprocurementreview@cabinetoffice.gov.uk)

Country

United Kingdom