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Planning

## **LBN Healthwatch and NHS Complaints Advocacy Service**

LONDON BOROUGH OF NEWHAM

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-020682

Procurement identifier (OCID): ocids-h6vhtk-02d839

Published 23 August 2021, 3:57pm

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

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

LONDON BOROUGH OF NEWHAM

Newham Dockside, 1000 Dockside Road

LONDON

E162QU

#### **Email**

[eprocurement@onesource.co.uk](mailto:eprocurement@onesource.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKI41 - Hackney and Newham

## **Internet address(es)**

Main address

[www.newham.gov.uk](http://www.newham.gov.uk)

Buyer's address

<https://elyq.fa.em3.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000002089195>

## **I.3) Communication**

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

<https://elyq.fa.em3.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000002089195>

Additional information can be obtained from 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**

LBN Healthwatch and NHS Complaints Advocacy Service

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

- 85000000 - Health and social work services

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

Services

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

A Meet the Buyer's Webinar event has been scheduled for the London Borough of Newham's Healthwatch and NHS Complaints Advocacy service where the Council would like to share the upcoming plans for the procurement with providers. It is intended the service will be procured this financial year with a contract start date of 1st April 2022. This is not an invitation to tender.

Newham Council has commissioned the Healthwatch and NHS Advocacy Service since 2013. The aim of Local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

Healthwatch is a statutory service mandated as a result of the Health and Social Care Act 2012. Through its core functions the Healthwatch service supports the achievement of the strategic ambitions of the local health and care system, while operating as an organisation which is independent of these systems. This includes working with local residents to understand and represent their views and experiences of local health and care services. Healthwatch also has a key role in promoting and supporting residents to be actively involved in the commissioning and provision of local services and in their scrutiny once services are in place. Healthwatch also performs a vital function in considering the standard of health and care provision and working with partners to achieve improvements. Finally, Healthwatch offers advice and information about access to health and care services to enable residents to make informed choices.

The key focus of the NHS Complaints Advocacy service is to ensure provision to empower and assist people to use the NHS complaints procedure through the use of appropriately qualified advocates.

It is intended that the service will work with partners in health and across the system to ensure a joined up approach to health and care across the borough, with a focus on improving the long term outcomes for service residents.

We are inviting individual organisations, partnerships or consortia to attend this Meet the Buyer's Event. Service Commissioners will provide a webinar to update the market about the strategic vision. Details of organisations attending the Events will be shared with everyone attending as well as published with Invitation to Tender documents. This is to allow organisations an opportunity to network and/or form partnerships in order to provide the Council's Healthwatch and NHS Complaints Advocacy service.

Organisations will also be given the opportunity to ask commissioners any questions. If organisations have any immediate questions then please contact Fiona Hackland ([Fiona.Hackland@newham.gov.uk](mailto:Fiona.Hackland@newham.gov.uk)) and the commissioners can address this at the Event. All questions and answers will be shared with attendees of the Events.

### **II.1.5) Estimated total value**

Value excluding VAT: £495,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 79720000 - Investigation services
- 85100000 - Health services
- 85300000 - Social work and related services
- 98000000 - Other community, social and personal services

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

NUTS codes

- UKI41 - Hackney and Newham

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

The Council intends the contract to commence on 1st April 2022 and is considering a three year contract.

You are invited to attend a Meet the Buyer webinar event to be held as follows:

- Thursday 2 September 3:30pm to 4:30pm
- Please complete the registration form and return to Freddie Richardson ([Freddie.Richardson@onesource.co.uk](mailto:Freddie.Richardson@onesource.co.uk)) by 5pm Tuesday 31 August 2021.

It is anticipated that the tender will be published by October 2021 through Oracle Fusion

### **II.3) Estimated date of publication of contract notice**

12 October 2021

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## **Section IV. Procedure**

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

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

### **VI.3) Additional information**

Please see contract finder notice for registration form to complete and submit.