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Tender

## **Healthwatch Coventry Service and Independent Health Complaints Advocacy Service**

Coventry City Council

F02: Contract notice

Notice identifier: 2024/S 000-021264

Procurement identifier (OCID): ocids-h6vhtk-047ca2

Published 11 July 2024, 1:50pm

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

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

Coventry City Council

Council House, Earl Street

COVENTRY

CV15RR

#### **Contact**

Procurement Services

#### **Email**

[procurement.services@coventry.gov.uk](mailto:procurement.services@coventry.gov.uk)

#### **Telephone**

+44 2476975232

#### **Country**

United Kingdom

**Region code**

UKG33 - Coventry

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

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

**I.3) Communication**

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

[www.csw-jets.co.uk](http://www.csw-jets.co.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.csw-jets.co.uk](http://www.csw-jets.co.uk)

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**

Healthwatch Coventry Service and Independent Health Complaints Advocacy Service

Reference number

COV - 17770

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

- 85000000 - Health and social work services

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

Services

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

Coventry City Council is inviting suitably qualified Providers to submit tenders for the provision of the Healthwatch Coventry Service and Independent Health Complaints Advocacy Service (IHCAS).

The Provider of this service must be a Social Enterprise but can deliver the service via a 'Hosted Model' (Hosted Model is where an organisation runs a Healthwatch Service as well as providing other services) or a 'Standalone Model', where the organisation is set up solely to run a specific Healthwatch service and a constituted Community Interest Company registered with Companies House in its own right.

The Provider shall deliver the Healthwatch Coventry Service and be responsible for providing the Independent Health Complaints Advocacy Service on behalf of Coventry City Council. Although Healthwatch Coventry Service and IHCAS are separate services, the Council requires a single organisation to provide both independent services in order to meet statutory duties and requirements.

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

Value excluding VAT: £888,220

#### **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
- 85312310 - Guidance services
- 85321000 - Administrative social services
- 98000000 - Other community, social and personal services

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

NUTS codes

- UKG33 - Coventry

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

Coventry City Council is inviting suitably qualified Providers to submit tenders for the provision of the Healthwatch Coventry Service and Independent Health Complaints Advocacy Service (IHCAS).

The Provider of this service must be a Social Enterprise but can deliver the service via a 'Hosted Model' (Hosted Model is where an organisation runs a Healthwatch Service as well as providing other services) or a 'Standalone Model', where the organisation is set up solely to run a specific Healthwatch service and a constituted Community Interest Company registered with Companies House in its own right.

The Provider shall deliver the Healthwatch Coventry Service and be responsible for providing the Independent Health Complaints Advocacy Service on behalf of Coventry City Council. Although Healthwatch Coventry Service and IHCAS are separate services, the Council requires a single organisation to provide both independent services in order to meet statutory duties and requirements.

Please see tender documents for more information about the new contract, of which can be downloaded from Coventry City Council's e-tendering website [www.csw-jets.co.uk](http://www.csw-jets.co.uk).

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

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

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The initial term of the Contract will be for the period of 3 years from commencement but may be extended, by mutual agreement by 2 increments of 12 months.

#### **II.2.10) Information about variants**

Variants will be accepted: No

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

Options: Yes

Description of options

The initial term of the Contract will be for the period of 3 years from commencement but may be extended, by mutual agreement by 2 increments of 12 months

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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: Yes

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

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

Date

5 September 2024

Local time

12:00pm

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

5 September 2024

Local time

12:01pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

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

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

Coventry City Council

Coventry

Country

United Kingdom