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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

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

I.3) Communication

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

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

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

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

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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.

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

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

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