

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/022025-2023>

Tender

Healthwatch and Independent Health Complaints Advocacy Service

East Riding of Yorkshire Council

F02: Contract notice

Notice identifier: 2023/S 000-022025

Procurement identifier (OCID): ocids-h6vhtk-03eb5b

Published 28 July 2023, 2:51pm

Section I: Contracting authority

I.1) Name and addresses

East Riding of Yorkshire Council

County Hall, Cross Street,

Beverley

HU17 9BA

Contact

Sally Hardwick

Email

sally.hardwick@eastriding.gov.uk

Telephone

+44 1482396216

Country

United Kingdom

Region code

UKE12 - East Riding of Yorkshire

National registration number

647 4711 23

Internet address(es)

Main address

<https://www.eastriding.gov.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/103298>

I.3) Communication

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

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=71122&B=UK

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=71122&B=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 and Independent Health Complaints Advocacy Service

Reference number

BMC1144-24

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 Riding of Yorkshire Council wishes to commission a provider organisation to successfully provide a local Healthwatch - Healthwatch East Riding of Yorkshire (HWERY) and the provision of an Independent Health Complaints Advocacy Service. (IHCAS) The services provided through HWERY and IHCAS will be available to people in the East Riding of Yorkshire, their carers or representatives, who use or wish to use adult and children's health and care services. HWERY has a duty to assist local health and care commissioners and providers, and other community stakeholders, by providing feedback, research and information on local people's views and experiences of health and care, in order to drive up standards of service provision.

II.1.5) Estimated total value

Value excluding VAT: £900,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKE12 - East Riding of Yorkshire

II.2.4) Description of the procurement

East Riding of Yorkshire Council wishes to commission a provider organisation to successfully provide a local Healthwatch - Healthwatch East Riding of Yorkshire (HWERY) and the provision of an Independent Health Complaints Advocacy Service. (IHCAS) The services provided through HWERY and IHCAS will be available to people in the East Riding of Yorkshire, their carers or representatives, who use or wish to use adult and children's health and care services. HWERY has a duty to assist local health and care commissioners and providers, and other community stakeholders, by providing feedback, research and information on local people's views and experiences of health and care, in order to drive up standards of service provision.

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: £900,000

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

Start date

1 April 2024

End date

31 March 2026

This contract is subject to renewal

No

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

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

4 September 2023

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

4 September 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Royal Courts of Justice, The Strand,

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://courtribunalfinder.service.gov.uk/courts/royal-courts-of-justice>

VI.4.2) Body responsible for mediation procedures

East Riding of Yorkshire Council

Beverley

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

East Riding of Yorkshire Council

Beverley

Country

United Kingdom