

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/022081-2025>

Contract

Healthwatch Suffolk Services

Suffolk County Council

F03: Contract award notice

Notice identifier: 2025/S 000-022081

Procurement identifier (OCID): ocds-h6vhtk-04adc8

Published 16 May 2025, 10:31am

Section I: Contracting authority

I.1) Name and addresses

Suffolk County Council

Endeavour House, Russell Road

IPSWICH

IP1 2BX

Contact

Michelle Youngs

Email

michelle.youngs@suffolk.gov.uk

Telephone

+44 1473265789

Country

United Kingdom

NUTS code

UKH14 - Suffolk

Internet address(es)

Main address

www.suffolksourcing.uk

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 Suffolk Services

Reference number

CD1432

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Suffolk County Council (SCC) is seeking to procure a provider for the statutory provision of Healthwatch Suffolk services, in accordance with the Health and Social Care Act 2012, as amended in June 2022. The Act mandates the establishment of Local Healthwatch to empower citizens and communities in influencing and challenging the provision of health and social care services. SCC is obligated under the Local Government and Public Involvement in Health Act 2007 to ensure effective operation of Local Healthwatch within its jurisdiction. Local Healthwatch plays a crucial role in improving health and social care outcomes by engaging with the community to influence and monitor services. It helps people maintain employment, stability in their homes, social activity and education, while also reducing pressure on carers. By addressing health inequalities, Local Healthwatch contributes to reducing demand on healthcare services.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,955,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH - East of England

II.2.4) Description of the procurement

Suffolk County Council (SCC) is seeking to procure a provider for the statutory provision of Healthwatch Suffolk services, in accordance with the Health and Social Care Act 2012, as amended in June 2022. The Act mandates the establishment of Local Healthwatch to empower citizens and communities in influencing and challenging the provision of health and social care services. SCC is obligated under the Local Government and Public Involvement in Health Act 2007 to ensure effective operation of Local Healthwatch within its jurisdiction. Local Healthwatch plays a crucial role in improving health and social care outcomes by engaging with the community to influence and monitor services. It helps people maintain employment, stability in their homes, social activity and education, while also reducing pressure on carers. By addressing health inequalities, Local Healthwatch contributes to reducing demand on healthcare services. The contract period will be for 3 years (1st April 2025 – 31st March 2028) with the option to extend for up to a further 2 years. The total maximum contract value (including the extension period) is £1,955,000 excluding VAT. Please note there will be no inflationary uplift in the contract. The submission deadline is 18th November 2024 at 12noon.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90%

Cost criterion - Name: Charges (Finance) / Weighting: 10%

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 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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-033780](#)

Section V. Award of contract

Contract No

CD1432

Title

Healthwatch Suffolk Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 April 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Healthwatch Suffolk CIC

Unit 2, Norfolk House, Lion Barn Industrial Estate

Needham Market

IP6 8RW

Country

United Kingdom

NUTS code

- UKH14 - Suffolk

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £1,955,000

Total value of the contract/lot: £1,955,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Suffolk County Council

Endeavour House, 8 Russell Road

Ipswich

IP1 2BX

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Suffolk County Council incorporates a minimum 10 calendar day standstill period from the point at which information on the award of contract is communicated to tenderers. This period allows unsuccessful tenderers to seek further debriefing from the contracting authority before the contract is entered into. If an appeal regarding the award of contract has not been successfully resolved: The Public Contracts Regulations 2015 as amended provide for aggrieved parties who have been harmed or at risk of harm by a breach of the rules, to take action in the High Court (England, Wales and Northern Ireland) Any such action must be brought promptly)