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Tender

Healthwatch Staffordshire

Staffordshire County Council

F02: Contract notice

Notice identifier: 2021/S 000-022488

Procurement identifier (OCID): ocds-h6vhtk-02bb1f

Published 10 September 2021, 8:33am

Section I: Contracting authority

I.1) Name and addresses

Staffordshire County Council

No. 2 Staffordshire Place, Tipping Street, Stafford

Stafford

ST16 2DH

Contact

Lisa Dobric

Email

lisa.dobric@staffordshire.gov.uk

Telephone

+44 1785278192

Country

United Kingdom

NUTS code

UKG24 - Staffordshire CC

Internet address(es)

Main address

<https://staffordshire.gov.uk>

Buyer's address

<https://staffordshire.gov.uk>

I.3) Communication

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

<https://supplierlive.proactisp2p.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://supplierlive.proactisp2p.com>

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 Staffordshire

Reference number

IA2415

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council wish to commission the Healthwatch Staffordshire Service.

The Provider will ensure there is an independent consumer champion for health and social care services in Staffordshire, engaging with residents and influencing commissioning, with the aim of improving the overall quality of health and social care provision.

II.1.5) Estimated total value

Value excluding VAT: £820,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG24 - Staffordshire CC

II.2.4) Description of the procurement

This Service will support and shape the Staffordshire and Stoke-on-Trent Integrated Care System (ICS), the Health and Wellbeing Board and wider health and care commissioning priorities by ensuring plans reflect the patient and user voice. In doing this their role is to closely work with partners to improve the overall quality of health and social care outcomes across Staffordshire.

The Health and Social Care Act 2012 set out duties for all local authorities with social services responsibility to commission and establish a Local Healthwatch. Local Healthwatch has a seat on the statutory Health and Wellbeing Boards, ensuring that the views and experiences of patients, carers and other service users are taken into account. In addition the Act states local authorities are to provide an Independent NHS Complaints Advocacy service (ICAS) to people who wish to make a complaint about their experience of a local NHS service.

Healthwatch is not required to be a statutory organisation; however the range of statutory functions that it must deliver include:

- Gather views and experiences of service users and residents and ensure the community voice is strengthened and heard by those who commission, deliver and regulate health and care services.
- Monitor the standard of service provision, including authority to undertake Enter and View visits to health and care providers and report any concerns and/or acknowledge good service practice.
- Provide information and signposting to help people find the right health and care service.
- Work in partnership with the Care Quality Commission (CQC), Healthwatch England and other bodies on national issues.

This will require a provider who can:-

- Deliver 'core' priority functions of community engagement and representation, as well as influencing commissioners and decision makers to improve services, including utilising the statutory Staffordshire Health and Wellbeing Board seat.
- Prepare a focussed delivery plan shaped by the public, alongside Council and ICS strategic priorities .

- Take a collaborative approach with key partners, stakeholders and volunteers to applaud, challenge, question and review in the pursuit of best practice in health and social care, informed by the public's opinion.

Suppliers should register on the Proactis e-tendering system:

<https://supplierlive.proactisp2p.com> and then select this tender opportunity to view and return tender documents.

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: £820,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Agreement term will be from 1st April 2022 to 31st March 2025, with an option to extend from 1st April 2025 - 31st March 2026.

In the event the Agreement is extended the extension shall be on the same Terms and Conditions of Contract as the original Agreement period and will ultimately be at the Authority's sole discretion.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Additional option to extend up to 12 months to 31st March 2026.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Please see ITT Questionnaire.

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-013228](#)

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

Date

12 October 2021

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

12 October 2021

Local time

12:30pm

Place

Staffordshire

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 36 months

VI.3) Additional information

This is an electronic tender. All submission must be made via the formal Contracting Authority electronic tendering platform.

All requests for information to be sent through the electronic tendering portal and message facility on the Proactis electronic tendering system.

How to register - follow the link to Proactis electronic tendering:

<https://supplierlive.proactisp2p.com/Account/Login>

If you require urgent assistance regarding the initial usage of the e-Tendering package please contact the Contracting Authority point-of-contact in Section I.1 of this notice. On failure to

reach this contact, please immediately email the nature of the difficulty to

commercial.team@staffordshire.gov.uk

This procurement is for a Contract between the appointed provider and the Contracting Authority, to supply services as and when required.

The Contracting Authority or its public sector partners/Customers makes no guarantee as to the volume of

business on offer or to be awarded, and any volumes given are indicative only and intended as a general guide.

There is no commitment at the time of tendering from any parties outside of the Contracting Authority and this should be taken into consideration when bidding.

Financing / Payment:

payments may be made following acceptance by the banking agents of Staffordshire County Council.

VI.4) Procedures for review

VI.4.1) Review body

Staffordshire County Council

Stafford

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Contracting Authority will incorporate a minimum 10 calendar day standstill period (or 15 days where non electronic or fax methods are used) at the point that an award decision notice is communicated to tenderers.

The award decision process will specify the criteria for the award of the contract, the reasons for the decision, including the characteristics and relative advantages, the name and score of the successful tender(s), and will specify when the standstill period is expected to end or the date before which the Contracting Authority will not conclude the contract. If an appeal regarding the award of a contract has not been successfully resolved, the Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought promptly (generally within 3 months). The Court may order the setting aside of the award decision or may order the Contracting Authority to amend any document and may award damages. If an agreement has been entered into the Court may make a declaration of ineffectiveness or may order that the duration of any relevant specific contract be shortened and additionally may award damages.

The time limit for seeking such a declaration is generally 30 days from notification of the award (either by award decision notification or contract award notice depending upon the circumstances) or otherwise 6 months.