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Tender

Healthwatch Oxfordshire

Oxfordshire County Council

F02: Contract notice

Notice identifier: 2022/S 000-023846

Procurement identifier (OCID): ocds-h6vhtk-036312

Published 25 August 2022, 4:50pm

Section I: Contracting authority

I.1) Name and addresses

Oxfordshire County Council

County Hall

Oxford

OX1 1ND

Contact

Ms Amy Keylock

Email

Amy.Keylock@Oxfordshire.gov.uk

Country

United Kingdom

Region code

UKJ14 - Oxfordshire

Internet address(es)

Main address

<http://www.oxfordshire.gov.uk>

Buyer's address

<http://www.oxfordshire.gov.uk>

I.3) Communication

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

<https://procontract.due-north.com/Advert/Index?advertId=90368d39-8c24-ed11-8117-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=90368d39-8c24-ed11-8117-005056b64545>

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 Oxfordshire

Reference number

DN627527

II.1.2) Main CPV code

- 85140000 - Miscellaneous health services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council is commissioning a Healthwatch Service for Oxfordshire, as required under the Social Care Act 2021.

Oxfordshire County Council has a legal requirement to commission Healthwatch services as per the Social Care Act 2012. The service must carry out particular activities as set out below:

1. Promote and support the involvement of local people in the commissioning, the provision and scrutiny of local care services.
2. Enable local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved;
3. Obtain the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known;
4. Make reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.

5. Provide advice and information about access to local care services so choices can be made about local care services;
6. Formulate views on the standard of provision and whether and how the local care services could and ought to be improved; and share these views with Healthwatch England.
7. Make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
8. Provide Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

These outcomes will be delivered by:

- Advocating for high-quality and timely inclusion of Oxfordshire residents and service users in local decision-making processes, including informal and formal processes;
- Conducting at least one major or two small projects into the quality of local health and/or care services annually; making recommendations for service improvements where necessary.
- Maintaining a regular outreach programme with members of the public, service-users and voluntary sector partners;
- Working in partnership with voluntary sector colleagues to engage with seldom heard groups;
- Routinely analysing ongoing feedback received from our outreach programme or through unsolicited feedback, reporting the findings to local providers and commissioners;
- Working with partners to ensure an effective information sharing and signposting function;
- Working closely with local CQC inspectors to provide evidence to their inspection programme;
- Actively reporting to or participating in local oversight committees, including but not limited to the Health & Wellbeing Board and Joint Health Overview and Scrutiny Committee.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ14 - Oxfordshire

II.2.4) Description of the procurement

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 44

Quality criterion - Name: Social Value / Weighting: 16

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £1,454,165

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

Duration in months

60

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 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: No

IV.2) Administrative information

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

Date

16 September 2022

Local time

10:00am

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

English

IV.2.7) Conditions for opening of tenders

Date

16 September 2022

Local time

10:05am

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

High Court of England and Wales

Royal Courts of Justice

London

WC1A 2LL

Country

United Kingdom