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Tender

## **LBN Healthwatch and NHS Complaints Advocacy Service**

LONDON BOROUGH OF NEWHAM

F02: Contract notice

Notice identifier: 2021/S 000-025519

Procurement identifier (OCID): ocds-h6vhtk-02d839

Published 12 October 2021, 5:19pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

LONDON BOROUGH OF NEWHAM

Newham Dockside, 1000 Dockside Road

LONDON

E162QU

#### **Email**

[eprocurement@onesource.co.uk](mailto:eprocurement@onesource.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKI41 - Hackney and Newham

#### **Internet address(es)**

Main address

[www.newham.gov.uk](http://www.newham.gov.uk)

Buyer's address

<https://elyq.fa.em3.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000002089195>

### **I.3) Communication**

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

<https://elyq.fa.em3.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000002089195>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://elyq.fa.em3.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000002089195>

### **I.4) Type of the contracting authority**

Regional or local authority

### **I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

LBN Healthwatch and NHS Complaints Advocacy Service

Reference number

Fusion ref: ITTN67

#### **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 London Borough of Newham is inviting tenders for its Healthwatch and NHS Complaints Advocacy service. The intended contract start date will be 1st April 2022 for a 3 year contract. This is an invitation to tender.

Newham Council has commissioned the Healthwatch and NHS Advocacy Service since 2013. The aim of Local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

Healthwatch is a statutory service mandated as a result of the Health and Social Care Act 2012. Through its core functions the Healthwatch service supports the achievement of the strategic ambitions of the local health and care system, while operating as an organisation which is independent of these systems. This includes working with local residents to understand and represent their views and experiences of local health and care services. Healthwatch also has a key role in promoting and supporting residents to be actively involved in the commissioning and provision of local services and in their scrutiny once services are in place. Healthwatch also performs a vital function in considering the standard of health and care provision and working with partners to achieve improvements. Finally, Healthwatch offers advice and information about access to health and care services to enable residents to make informed choices.

The key focus of the NHS Complaints Advocacy service is to ensure provision to empower and assist people to use the NHS complaints procedure through the use of

appropriately qualified advocates.

It is intended that the service will work with partners in health and across the system to ensure a joined up approach to health and care across the borough, with a focus on improving the long term outcomes for service residents.

#### **II.1.5) Estimated total value**

Value excluding VAT: £470,250

#### **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
- 85100000 - Health services
- 85300000 - Social work and related services
- 98000000 - Other community, social and personal services

#### **II.2.3) Place of performance**

NUTS codes

- UKI41 - Hackney and Newham

#### **II.2.4) Description of the procurement**

The procurement is being conducted in accordance with the Public Contracts Regulations 2015. The procurement is subject to the light-touch regime under Section 7 Social and Other Specific Services. Under Regulation 76 the Council is free to establish a procedure, provided that procedure is sufficient to ensure compliance with the principles of transparency and equal treatment of economic operators (Suppliers).

The contract will be for a 3 year service.

The tender will be evaluated based on 30% Quality, 10% Social Value and 60% Price.

Bidders should be aware that, regardless of their price, to be considered for award of this contract they must achieve a qualitative evaluation score of no less than 60%, (equivalent

to a weighted score of 18 out of 30)

Bids that exceed a total 3 year cost of £470,250 will be rejected by the Council.

#### **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: £470,250

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

Duration in months

36

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.2.14) Additional information**

This tendering exercise will be undertaken using the electronic tendering system 'Oracle Fusion'

(<https://elyq.fa.em3.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuId=300000002089195>).

Suppliers will need to register for the system in order to express their interest in the tender and participate in the competitive exercise, please note registration is free.

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## **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

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## **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 000-020682](#)

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

Date

12 November 2021

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

12 November 2021

Local time

1:00pm

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## **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**

Royal Courts of Justice

Strand

London

Country

United Kingdom