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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): ocids-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

Country

United Kingdom

NUTS code

UKI41 - Hackney and Newham

Internet address(es)

Main address

<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

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.

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.2.1) 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

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