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Tender

AC1739 Healthwatch and Service User Engagement

Wiltshire Council

F02: Contract notice

Notice identifier: 2023/S 000-026553

Procurement identifier (OCID): ocds-h6vhtk-03fb0d

Published 7 September 2023, 9:25pm

Section I: Contracting authority

I.1) Name and addresses

Wiltshire Council

County Hall, Bythesea Road

Trowbridge

BA14 8JN

Contact

Mr Andrew Mead

Email

andrew.mead@wiltshire.gov.uk

Telephone

+44 7769162166

Country

United Kingdom

Region code

UKK15 - Wiltshire CC

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

www.supplyingthesouthwest.org

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.supplyingthesouthwest.org

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

AC1739 Healthwatch and Service User Engagement

Reference number

DN688824

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.1.4) Short description

Wiltshire Council, 'the Council', is conducting the procurement using the Open procedure for the provision of healthwatch and service user engagement activities across Wiltshire.

The procurement is split in to lots as follows:

1 Healthwatch

2 Service User Engagement (Adults)

3 Service User Engagement (Children)

The Contracts for ALL Lots will be for an initial term of 2 years with an option to extend for any period up to a further 1 year, as defined and at the sole discretion of the Council. The Contract is scheduled to commence on 01 January 2024

Tenderers that have received this document are those that have responded to the Council's Contracts Finder/Find a Tender Service advert via the e-procurement system. Such an organisation (whether a single organisation or a consortium) is referred to in this document as a 'Tenderer'.

This stage is a competitive stage of the procurement, and Tenderers will be formally

evaluated as part of the stage.

The procurement is subject to the Public Contracts Regulations 2015 (PCR 2015).

Any amendments to this ITT will be communicated at the earliest opportunity to all Tenderers through the e-procurement system.

Where the Council makes such an amendment, it will ensure that Tenderers have an appropriate amount of time in which to understand and respond to the amendment. The deadline for submission of tenders may be altered to allow Tenderers to take amendments into account, and if this is the case, all Tenderers will be notified.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Healthwatch Wiltshire

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKK15 - Wiltshire CC

II.2.4) Description of the procurement

The main aims and objectives of Healthwatch Wiltshire are:

- To enable the residents of Wiltshire to share their views and concerns about their local

health and social care services and understand that their contribution will help to build a picture of where services are doing well and where they can be improved

- To encourage and support people and groups to share their views about services; listen to people's needs and experiences of services
- To give authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services
- To fulfil its statutory duties and functions, holding providers and commissioners of health and social care services to account
- To act as a local consumer champion, representing the collective voice of Service Users, patients, carers and the public through its statutory seat on the Health and Wellbeing Board and proving robust challenge and scrutiny in the interests of its members and residents of Wiltshire.
- To work with Commissioners in Health and Social care on agreed priority projects
- To build upon and utilise existing networks, knowledge, skills and services in support of Healthwatch Wiltshire rather than duplicate what is already in place
- To alert Healthwatch England, and/or CQC where appropriate, to concerns about specific care providers, health or social care matters
- To be inclusive and reflect the diversity of the community it serves
- To be ensure that it is a well-known name in Wiltshire, and residents are aware of its purpose.
- To provide ease of access for residents of Wiltshire in order for them to raise concerns or issues about local health and social care services at anytime

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

12 month additional extension at the discretion of the Council

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

II.2) Description

II.2.1) Title

Service User Engagement (Adults) 18+

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKK15 - Wiltshire CC

II.2.4) Description of the procurement

The main aims and objectives of the service are.

- To establish a range of mechanisms to enable people using services to feedback their views and be part of any engagement/consultation processes.
- To facilitate the co-production of adult care, *children services, education and health services
- To provide comprehensive reports of people using the service
- To work in partnership with Wilts Council and ICB officers
- To provide reasonable and appropriate advice and support for people to them to be engaged to their full potential.
- To help ensure that there is good communication between Wiltshire Council, ICB and their service users.
- To identify the assets and resources (physical and human) that are already valued locally.
- To develop ongoing conversations between local people, commissioners, social care practitioners and service providers that support commissioners to understand and intervene in the local market making it easier to co-design new services and strategies when this is needed.
- To build a network of people with lived experience that can help to evaluate the quality of local co-production work, linking with the Child Youth and Family Voice Team at Wiltshire Council.
- Supporting and upskilling/educating public and services to ensure that peoples voices and experience mould practice and services going forward.
- To support, promote and implement the strategy and action plans through the forums and boards as detailed within the service specification (representation on boards/forums)
- To monitor and report of the impact and outcomes of voice, engagement and co-production activities, evidencing 'what worked' and 'you said, we did'
- Supporting experts by experience to be a part of Wiltshire Council interview process for new staff and supporting with training Wiltshire Council and ICB staff members, if required.
- To develop specific programmes to engage young people with SEND to steer co-production

activity which will include design, delivery and implementation and creating stories and publicity

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

12 month additional extension at the discretion of the Council

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

II.2) Description

II.2.1) Title

Service User Engagement (Children) 5-18

Lot No

3

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKK15 - Wiltshire CC

II.2.4) Description of the procurement

The main aims and objectives of the service are.

- To establish a range of mechanisms to enable people using services to feedback their views and be part of any engagement/consultation processes.
- To facilitate the co-production of adult care, *children services, education and health services
- To provide comprehensive reports of people using the service
- To work in partnership with Wilts Council and ICB officers
- To provide reasonable and appropriate advice and support for people to them to be engaged to their full potential.
- To help ensure that there is good communication between Wiltshire Council, ICB and their service users.
- To identify the assets and resources (physical and human) that are already valued locally.
- To develop ongoing conversations between local people, commissioners, social care practitioners and service providers that support commissioners to understand and intervene in the local market making it easier to co-design new services and strategies when this is needed.
- To build a network of people with lived experience that can help to evaluate the quality of local co-production work, linking with the Child Youth and Family Voice Team at Wiltshire Council.

- Supporting and upskilling/educating public and services to ensure that peoples voices and experience mould practice and services going forward.
- To support, promote and implement the strategy and action plans through the forums and boards as detailed within the service specification (representation on boards/forums)
- To monitor and report of the impact and outcomes of voice, engagement and co-production activities, evidencing 'what worked' and 'you said, we did'
- Supporting experts by experience to be a part of Wiltshire Council interview process for new staff and supporting with training Wiltshire Council and ICB staff members, if required.
- To develop specific programmes to engage young people with SEND to steer co-production activity which will include design, delivery and implementation and creating stories and publicity

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Duration in months

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This contract is subject to renewal

Yes

Description of renewals

12 month additional extension at the discretion of the Council

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

9 October 2023

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

9 October 2023

Local time

12:30pm

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

The High Court of England and Wales

London

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

CEDR

London

Country

United Kingdom