

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/027173-2021>

Tender

## **G5674 Healthwatch Tower Hamlets (HWTH)**

Tower Hamlets

F02: Contract notice

Notice identifier: 2021/S 000-027173

Procurement identifier (OCID): ocds-h6vhtk-02e6b7

Published 29 October 2021, 11:55am

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

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

Tower Hamlets

Mulberry Place

London

E14 2BG

#### **Email**

[procurement@towerhamlets.gov.uk](mailto:procurement@towerhamlets.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKI42 - Tower Hamlets

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

Main address

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

Buyer's address

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

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

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

[www.londontenders.org](http://www.londontenders.org)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.londontenders.org](http://www.londontenders.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**

G5674 Healthwatch Tower Hamlets (HWTH)

Reference number

DN572512

#### **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 Tower Hamlets is inviting tenders for the provision of a Healthwatch service in the borough from suitably qualified and experienced providers. The Authority is seeking to award a contract under the Light Touch Regime - Schedule 3 of the Public Contract Regulations 2015.

The contract period is for 24 months with an option to extend for up to a further 24 months.

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

Value excluding VAT: £682,920.8

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

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

NUTS codes

- UKI42 - Tower Hamlets

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

The London Borough of Tower Hamlets is inviting tenders for the provision of a Healthwatch service in the borough from suitably qualified and experienced providers. The Authority is seeking to award a contract under the Light Touch Regime - Schedule 3 of the Public Contract Regulations 2015.

The Health and Social Care Act 2012 requires each local authority to have in place a local Healthwatch organisation

Tower Hamlets Council is committed to ensuring our local Healthwatch can be an effective consumer champion for our residents and make a difference through contributing and achieving improvements in the borough's health and care system. The Council has agreed a refined service model for Healthwatch Tower Hamlets (HWTH) which draws on best practice and builds on the local achievements of our current provider.

Going forward, HWTH will:

- Carry out the statutory functions;
- Be a representative corporate body, embedded in local communities;
- Engage, involve and proactively reach out to the full range of diverse communities in Tower Hamlets, enabling residents to have their voices heard;
- Act as local consumer champion representing the collective voice of local people (meaning patients, service users, carers and the public), on the borough's Health and Wellbeing Board;
- Develop robust partnerships with key health and social care stakeholders with a view of contributing towards positive outcomes for the residents
- Have real influence with commissioners, providers, regulators and Healthwatch England using their knowledge of what matters to local people; and
- Achieve tangible changes/ improvements (both small-scale and strategic) to local health and social services, through holding the system to account and identifying solutions to problems

The contract period is for 24 months with an option to extend for up to a further 24 months.

The anticipated contract start date is 1st April 2022.

### **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

Initial contract period is for 24 months with an option to extend for up to a further 24 months

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

Initial contract period is for 24 months with an option to extend for up to a further 24 months

### **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.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-024392](#)

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

Date

29 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

29 November 2021

Local time

12:00pm

---

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Royal Courts of Justice

The Royal Courts of Justice, Strand

London

WC2A 2LL

Country

United Kingdom