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Tender

Tender for the Provision of Healthwatch Oldham (HWO) and NHS Independent Complaints Services (ICAS)

Oldham Council

F02: Contract notice

Notice identifier: 2021/S 000-027383

Procurement identifier (OCID): ocds-h6vhtk-02f265

Published 2 November 2021, 9:20am

Section I: Contracting authority

I.1) Name and addresses

Oldham Council

Civic Centre, Level 11

Oldham

OL1 1UU

Contact

Mr Rajnish Ahuja

Email

rajnish.ahuja@oldham.gov.uk

Country

United Kingdom

NUTS code

UKD - North West (England)

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://www.the-chest.org.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.the-chest.org.uk/>

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

Tender for the Provision of Healthwatch Oldham (HWO) and NHS Independent Complaints Services (ICAS)

Reference number

DN578847

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Oldham Council currently commissions external providers to deliver Healthwatch Oldham (HWO) and NHS Independent Complaints Advocacy services (ICAS). The current arrangements for delivery of these services are ending in March 2022 and aim to start the new service from 1st April 2022. Oldham Council is looking to reprocure the Healthwatch Oldham (HWO) and NHS Independent Complaints Advocacy services (ICAS) and intends to appoint a suitable provider to each lot to deliver the services as follows:

LOT 1 – Healthwatch Oldham (HWO)

LOT 2 – NHS Independent Complaints Advocacy services (ICAS)

There is no restriction on a tenderer to bid for all or any lot.

Please refer to ITT documents available at <https://www.the-chest.org.uk/> for further information.

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 Oldham (HWO)

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

Healthwatch is the independent champion for both health and social care.

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.

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: £973,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Contract Duration: - Initial Three (3) years with an option to extend up to a further two x two years

Max Duration: 7 Years

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

NHS Independent Complaints Advocacy services (ICAS)

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

The NHS Independent Complaints Advocacy service is required to provide a flexible, person- centred service that will empower and support anyone who wishes to pursue and resolve a complaint about services provided or commissioned by the NHS in England and which falls within the prescribed complaints process. It will also support Service Users

with a complaint related to any aspect of healthcare that falls under the jurisdiction of the Health Service Ombudsman.

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: £196,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Contract Duration: - Initial Three (3) years with an option to extend up to a further two x two years

Max Duration: 7 Years

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: Yes

IV.2) Administrative information

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

Date

3 December 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

3 December 2021

Local time

12:30pm

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

Oldham Council

Oldham

OL1 1UT

Country

United Kingdom