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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): ocids-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](mailto: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

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## **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

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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.2.2) 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

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## **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