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Tender

Advocacy Services in North Yorkshire

North Yorkshire County Council

F02: Contract notice

Notice identifier: 2021/S 000-028017

Procurement identifier (OCID): ocds-h6vhtk-02f4de

Published 9 November 2021, 9:12am

Section I: Contracting authority

I.1) Name and addresses

North Yorkshire County Council

North Yorkshire County Council, County Hall

Northallerton

DL7 8AD

Contact

Mr Tim Wood

Email

tim.wood@northyorks.gov.uk

Telephone

+44 1609798407

Country

United Kingdom

NUTS code

UKE22 - North Yorkshire CC

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://www.yortender.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.yortender.co.uk>

I.4) Type of the contracting authority

Regional or local Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Advocacy Services in North Yorkshire

Reference number

DN579573

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 Authority wishes to award a contract(s) for Independent Advocacy Services (Lot 1); Independent Health Complaints and Advocacy Service (Lot 2) ; Advocacy Services for Children and Young People (Lot 3) (“the Contract”).

This Contract is being tendered as an Open process in accordance with regulation 27 of the Public Contracts Regulations 2015 as amended. This procurement falls under Section 7 – Social & Other Specific Services of the PCRs 2015.

The Contract will be for a period of 3 years with an option to extend for a further period of up to 2 years, and then a further extension of up to 2 years. Therefore, the total possible Contract duration is 3 years+2 years+2 years.

The anticipated annual value of Lot 1 is £609,112 (total contract value £4,263,784); the anticipated annual value of Lot 2 is £121,041 (total contract value £847,287); the anticipated annual value of Lot 3 is £68,000 (total contract value £476,000), therefore the anticipated value of the Contract is £5,587,071. Inflation may be awarded at the Council's discretion.

II.1.5) Estimated total value

Value excluding VAT: £5,700,000

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

Independent Advocacy Services

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKE22 - North Yorkshire CC

II.2.4) Description of the procurement

North Yorkshire County Council is commissioning an Independent Advocacy Service. This service specification outlines the requirements for a single provider to provide a comprehensive advocacy service for adults. The service will have the following elements;

- Care Act Statutory Advocacy;
- Non-Statutory Advocacy;
- Independent Mental Capacity Advocacy (IMCA);
- Deprivation of Liberty (DoLS) Safeguards Relevant Person's Representative (RPR);
- Independent Mental Health Advocacy (IMHA);
- Providing an educational and preventative role promoting self-advocacy and other forms of advocacy to individuals and health and social care organisations; and
- If not eligible for independent advocacy, to signpost to alternative sources of support, information and advice appropriate for their needs.

The Service will provide Care Act 2014 (Care Act) and specialist advocates, and RPRs to work as required within national guidelines and recognised good practice, to support and represent People who have substantial difficulty or lack capacity as defined in the specification together with the Care Act, MHA, MCA and DoLS codes of practice.

II.2.5) Award criteria

Quality criterion - Name: Specification requirements / Weighting: 12

Quality criterion - Name: Implementation plan / Weighting: 12

Quality criterion - Name: Key partnerships / Weighting: 8

Quality criterion - Name: Service promotion / Weighting: 8

Quality criterion - Name: Training and supervision / Weighting: 8

Quality criterion - Name: Accessibility / Weighting: 10

Quality criterion - Name: Resilience / Weighting: 10

Quality criterion - Name: Safeguarding / Weighting: 7

Quality criterion - Name: Social value / Weighting: 5

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £4,270,000

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

End date

31 March 2029

This contract is subject to renewal

Yes

Description of renewals

Initial term of three years.

2 potential extension periods of 2 years i.e. 1st extension: 01/04/25 – 31/03/27 and 2nd extension: 01/04/27 – 31/03/29.

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

Independent Health Complaints and Advocacy Service

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKE22 - North Yorkshire CC

II.2.4) Description of the procurement

The North Yorkshire Independent Complaints Advocacy Service is a client centred, flexible service that empowers any North Yorkshire resident who wishes to complain about their healthcare commissioned and/or provided by the NHS (the Service Users for the purposes of the Agreement). It supports residents of North Yorkshire to make a complaint even if the NHS funded treatment they received was provided outside of the County.

NHS funded treatment may include services commissioned or provided by hospital trusts,

mental health trusts, GPs, clinical commissioning groups, ambulance service trusts, dentists, pharmacists, opticians and other healthcare practitioners delivering NHS funded services.

The North Yorkshire Independent Complaints Advocacy Service will provide practical support and direction to residents of North Yorkshire at every stage of the NHS complaints pathway in order to assist them in finding a resolution to their NHS complaints.

II.2.5) Award criteria

Quality criterion - Name: Understanding of service / Weighting: 5

Quality criterion - Name: Case studies / Weighting: 10

Quality criterion - Name: Implementation / Weighting: 10

Quality criterion - Name: Service delivery / Weighting: 20

Quality criterion - Name: Training and supervision / Weighting: 6

Quality criterion - Name: Information management systems / Weighting: 6

Quality criterion - Name: Maintaining a quality service / Weighting: 6

Quality criterion - Name: Effective governance / Weighting: 7

Quality criterion - Name: Social value / Weighting: 5

Quality criterion - Name: Accessibility / Weighting: 5

Price - Weighting: 20

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

End date

31 March 2029

This contract is subject to renewal

Yes

Description of renewals

Initial term of three years.

2 potential extension periods of 2 years i.e. 1st extension: 01/04/25 – 31/03/27 and 2nd extension: 01/04/27 – 31/03/29.

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

Advocacy Services for Children and Young People

Lot No

3

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKE22 - North Yorkshire CC

II.2.4) Description of the procurement

The purpose of this service is:

- To provide independent support to children and young people who wish to make a complaint about the services they are receiving from the Council.
- To ensure that the interests of the children and young people who access the service are safeguarded.

- To ensure the safety and wellbeing of vulnerable children and young people and enhance the quality of services provided to them directly or indirectly, by the Council.
- To encourage children and young people to be involved in decision making and to support, enable and empower young people to solve problems.
- To encourage children and young people to acknowledge, accept and learn to address their responsibilities in an acceptable way.

II.2.5) Award criteria

Quality criterion - Name: Delivery model / Weighting: 15

Quality criterion - Name: Raising awareness / Weighting: 5

Quality criterion - Name: Feedback / Weighting: 5

Quality criterion - Name: Escalation process / Weighting: 5

Quality criterion - Name: Implementation plan / Weighting: 15

Quality criterion - Name: Relationship with partners / Weighting: 5

Quality criterion - Name: Service promotion / Weighting: 5

Quality criterion - Name: Training and supervision / Weighting: 10

Quality criterion - Name: Safeguarding / Weighting: 5

Quality criterion - Name: Adding value / Weighting: 5

Quality criterion - Name: Business continuity / Weighting: 5

Price - Weighting: 20

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

End date

31 March 2029

This contract is subject to renewal

Yes

Description of renewals

Initial term of three years.

2 potential extension periods of 2 years i.e.1st extension:01/04/25 – 31/03/27 and 2nd extension: 01/04/27 – 31/03/29.

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

10 December 2021

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

10 December 2021

Local time

12:00pm

Place

Procurement and Contract Management, North Yorkshire County Council, County Hall,
Northallerton, DL7 8AD

Information about authorised persons and opening procedure

An independent member of the Procurement and Contract Management section will verify the tenders through our e-tendering system (YORtender).

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.3) Additional information

To access the tender documents you must register your organisation details on the YORtender (ProContract) system at <https://procontract.due-north.com/Login/> by creating a username, password and company profile.

To view details of this opportunity click on the Find Opportunities icon within the Opportunities section. Select North Yorkshire County Council from the Organisations drop down in the filter section and click Update. The Opportunity should then be displayed on the page. Alternatively use the Find Opportunities icon and

- change the All Data drop down to Reference Number in the search drop down;
- enter the contract ID.
- click Go, and the details of this contract should be displayed.

Once you have selected the Opportunity by clicking on the project title, you will need to express your interest by clicking the Register Interest In This Opportunity button. This will then allow you to download any documentation required, complete and upload the documents to the system. This must be done in advance of the deadline date.

If you require further information, guidance or support using YORtender (ProContract) please visit the supplier help centre: <https://supplierhelp.due-north.com/> If you have specific system issues please log a support call using the following link: <http://proactis.kayako.com/procontractv3/Core/Default/Index>

Alternatively you can log your call by emailing ProContractSuppliers@proactis.com. For critical and time-sensitive issues (requiring resolution within 60 minutes) please call 0330 005 0352.'

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Strand, City of Westminster

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for review procedures:

North Yorkshire County Council shall in accordance with the Public Contracts (Amendment) Regulations 2015, incorporate a minimum 10 day standstill period commencing at the point that information on the intention to award the contract is sent to tenderers.

The Council shall, as soon as possible after the decision has been made, inform the tenderers and candidates of its decision, and shall do so by notice in writing by the most rapid means of communication practicable.

Should additional information be required, please contact the person cited in paragraph I.1) of this form. If an appeal regarding the award of a contract has not been successfully resolved, Public Contracts Regulations 2015 (SI 2015 No 6) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England and Wales).

Any such action must be started within 30 days beginning with the date when the aggrieved party first knew or ought to have known that grounds for starting the proceedings had arisen. Where a contract has not been entered into the Court may order the setting aside of the award decision or order the authority to amend any document and may award damages. Following the 10 day standstill period, if no further debriefing has been requested, the Court may only award damages once the contract has been entered into.