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Tender

## **Health Watch and Independent Complaints Advocacy Services**

Barnsley Metropolitan Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-029585

Procurement identifier (OCID): ocds-h6vhtk-0408b7

Published 6 October 2023, 4:06pm

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

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

Barnsley Metropolitan Borough Council

Town Hall

Barnsley, South Yorkshire

S70 2TA

#### **Contact**

Katie Tomlinson

#### **Email**

[katietomlinson@barnsley.gov.uk](mailto:katietomlinson@barnsley.gov.uk)

#### **Telephone**

+44 0126000000

#### **Country**

United Kingdom

**Region code**

UKE31 - Barnsley, Doncaster and Rotherham

**National registration number**

N/A

**Internet address(es)**

Main address

<https://www.barnsley.gov.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/103835>

**I.3) Communication**

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

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=73646&B=UK](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=73646&B=UK)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=73646&B=UK](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=73646&B=UK)

Tenders or requests to participate must be submitted to the above-mentioned address

**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**

Health Watch and Independent Complaints Advocacy Services

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Barnsley Metropolitan Borough Council (the Council) is looking to recommission its contract for the delivery of an Independent Health Complaints Advocacy (IHCA) Service, which is known in Barnsley as the Independent Complaints Advocacy Service (ICAS) and the contract for provision of Healthwatch Barnsley.

This procurement has been advertised as one notice, bidders can apply for either of the lots Healthwatch and ICAS service or both services.

Both services require to develop close working relationships with the provider for each service.

For more information, please download the tender documentation.

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

Value excluding VAT: £975,000

#### **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**

## Lot 2 Independent Complaints Advocacy Services

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

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

NUTS codes

- UKE31 - Barnsley, Doncaster and Rotherham

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

Barnsley Metropolitan Borough Council (the Council) is looking to recommission its contract for the delivery of an Independent Health Complaints Advocacy (IHCA) Service, which is known in Barnsley as the Independent Complaints Advocacy Service (ICAS) and the contract for provision of Healthwatch Barnsley.

This procurement has been advertised as one notice, bidders can apply for either of the lots Healthwatch and ICAS service or both services.

Both services require to develop close working relationships with the provider for each service.

### **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: £225,000

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

Start date

1 April 2024

End date

31 March 2029

This contract is subject to renewal

Yes

Description of renewals

01/04/2024 - 31/03/2027

With an option to extend for 2 years (+1 +1)

### **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**

Lot 1 Healthwatch

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

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

NUTS codes

- UKE31 - Barnsley, Doncaster and Rotherham

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

Barnsley Metropolitan Borough Council (the Council) is looking to recommission its contract for the delivery of an Independent Health Complaints Advocacy (IHCA) Service, which is known in Barnsley as the Independent Complaints Advocacy Service (ICAS) and the contract for provision of Healthwatch Barnsley.

This procurement has been advertised as one notice, bidders can apply for either of the lots Healthwatch and ICAS service or both services.

Both services require to develop close working relationships with the provider for each service.

### **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: £750,000

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

Start date

1 April 2024

End date

31 March 2029

This contract is subject to renewal

Yes

Description of renewals

01/04/2024 - 31/03/2027

With an option to extend for 2 years (+1 +1)

### **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 III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

## **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

6 November 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

6 November 2023

Local time

12:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

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

The High Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

High Court of Justice

The Royal Courts of Justice, The Strand,

London

WC2A 2LL

Country

United Kingdom

**VI.4.4) Service from which information about the review procedure may be obtained**

The High Court of Justice

The Royal Courts of Justice, The Strand,

London

WC2A 2LL

Country

United Kingdom