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Planning

Healthwatch services for Norfolk

NORFOLK COUNTY COUNCIL

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-029708

Procurement identifier (OCID): ocds-h6vhtk-049b8c

Published 17 September 2024, 2:35pm

Section I: Contracting authority

I.1) Name and addresses

NORFOLK COUNTY COUNCIL

Martineau Lane

NORWICH

NR12DH

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.norfolk.gov.uk

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Healthwatch services for Norfolk

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Healthwatch Norfolk will be the independent consumer champion for health, social care and

wellbeing in Norfolk, and the bordering areas. Healthwatch Norfolk will be representative of the diverse communities who receive health and social care across Norfolk. It will provide intelligence - including evidence from people's views and experiences to influence the policy, planning, commissioning and delivery of publicly funded health, social care and wellbeing services. It will also signpost people to choices in health and social care, providing additional information and advice to those who need help to access the appropriate service, and signpost people to independent advocacy services if they need help to complain about NHS services.

Healthwatch Norfolk will be a robust and credible player in the local health and social care economy by demonstrating that it has the appropriate level of skills and competencies required to deliver its statutory functions to the highest possible level. It will gain the trust of the general public as well as other voluntary and community organisations working in the area of health and social care by being responsive and acting on concerns when things go wrong.

Healthwatch Norfolk will be involved in commissioning services and it will represent the voice of patients, service users and family carers, as well as those who are unable to say what they want and need. It will operate effectively and efficiently so that the local authority can demonstrate value for money against an agreed set of outcomes.

II.1.5) Estimated total value

Value excluding VAT: £4,440,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk
- UKH16 - North and West Norfolk
- UKH17 - Breckland and South Norfolk

II.2.4) Description of the procurement

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II.2.14) Additional information

It is intended to offer an initial 7-year contract to commence on 1st of April 2025 with indicative value of £370,000 per annum, with further options to extend the agreement by a further 3, then 2 years, giving a maximum contract length of twelve years.

II.3) Estimated date of publication of contract notice

21 October 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

Market engagement meetings are available on a one to one basis for those suppliers considering bidding for this service.

Meetings will be held on the 1st, 2nd and 3rd of October. In order to express an interest in a meeting, please email simon.scott@norfolk.gov.uk.