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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): ocids-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](mailto: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](http://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

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**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

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## **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

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## **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](mailto:simon.scott@norfolk.gov.uk).

