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Tender

Independent Persons Service for City of York Council Children's Social Care Complaints Procedure

City of York Council

F02: Contract notice

Notice identifier: 2023/S 000-029880

Procurement identifier (OCID): ocids-h6vhtk-040ad4

Published 10 October 2023, 4:36pm

Section I: Contracting authority

I.1) Name and addresses

City of York Council

West Offices, Station Rise

York

YO1 6GA

Contact

Mark Woolford

Email

mark.woolford@york.gov.uk

Country

United Kingdom

Region code

UKE21 - York

National registration number

GB 647 3650 22

Internet address(es)

Main address

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

Buyer's address

<https://yortender.eu-supply.com/ctm/Company/CompanyInformation/Index/103839>

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=72904&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=72904&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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Independent Persons Service for City of York Council Children's Social Care Complaints Procedure

Reference number

78783

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 Council is seeking to award a contract to an agency (The Supplier) that will be able to provide people to oversee complaint investigations and, on some occasions, lead investigations into complaints made about any aspect of Children's Social Care Services and potentially on occasion in Adult or Corporate Services.

II.1.5) Estimated total value

Value excluding VAT: £250,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79720000 - Investigation services

II.2.3) Place of performance

NUTS codes

- UKE21 - York

II.2.4) Description of the procurement

City of York Council requires an agency (The Supplier) that will be able to provide people to oversee complaint investigations and, on some occasions, lead investigations into complaints made about any aspect of Children's Social Care Services and potentially on occasion in Adult or Corporate Services. The Supplier must recruit and supervise a sufficient number of suitably qualified and experienced staff to work on a flexible basis as and when required. The Supplier must ensure the process of the investigation is independent, comprehensive, transparent and fair and is delivered in accordance with the Government guidance 'Getting the Best from Complaints'.

Where required the Supplier will need to interview the complainant and relevant members of staff, review policy, procedure, government legislation using virtual/remote channels and only in person where there is a specific need that has been discussed and agreed with us/the council/the team and case notes and produce a report in an agreed format and within the appropriate timescales to comply with legislation and good practice. The reports will need to detail how they investigated the complaint the conclusions they reached and any recommendations for resolving the complaint, whilst having due regard to issues such as data protection, duty of care to vulnerable customers and be written in a style appropriate to the individual customers.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

60

This contract is subject to renewal

No

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.2.14) Additional information

Interested parties can download the Selection Questionnaire (SQ) and Tender documents directly from <https://yortender.eu-supply.com> using the Yortender reference: 78783. The procurement documentation should be completed and returned by no later than the deadline specified in IV.3.4. Late submissions will not be accepted.

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

15 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

15 November 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The High Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom