

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/029880-2023>

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): ocds-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](mailto: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/rwlentrance\\_s.asp?PID=72904&B=UK](https://uk.eu-supply.com/app/rfq/rwlentrance_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/rwlentrance\\_s.asp?PID=72904&B=UK](https://uk.eu-supply.com/app/rfq/rwlentrance_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