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Tender

## **Tender for the Provision of Barking and Dagenham Healthwatch Service**

London Borough of Barking and Dagenham

F02: Contract notice

Notice identifier: 2021/S 000-030438

Procurement identifier (OCID): ocds-h6vhtk-02fe5d

Published 7 December 2021, 10:45pm

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

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

London Borough of Barking and Dagenham

Town Hall

Barking

IG11 7LU

#### **Email**

[Edna.amolo@lbbd.gov.uk](mailto:Edna.amolo@lbbd.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKI52 - Barking & Dagenham and Havering

#### **Internet address(es)**

Main address

<https://lbbd.bravosolution.co.uk/web/login.shtml>

### **I.3) Communication**

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

<https://lbbd.bravosolution.co.uk/web/login.shtml>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://lbbd.bravosolution.co.uk/web/login.shtml>

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**

Tender for the Provision of Barking and Dagenham Healthwatch Service

#### **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 London Borough of Barking and Dagenham (LBBD) invites suitable tenderers to bid for the Contract for the Provision of Barking and Dagenham Healthwatch Service.

Local authorities are required under the Health and Social Care Act 2012, to commission a local Healthwatch service.

Healthwatch acts as a consumer champion for users of health and social care services. The purpose is to make sure that people know where to go to raise concerns and obtain information about health and social care services, that people's views and experiences are heard, improving scrutiny of health and social care services and helping local people to influence commissioning decisions.

Healthwatch is a key part of the local health and social care landscape, it has a statutory place on the health and wellbeing board where it can share evidence and feedback on what people think about their health and social care services to system leaders to ensure that services meet the needs of and are shaped by local communities. It can also enter and view services such as care homes and hospitals, observe what is happening and report back to commissioners.

Healthwatch is a body which will give local communities a bigger say in how health and social care services are planned, commissioned, delivered and monitored. Healthwatch will ensure services meet the health and wellbeing needs of local people and groups, and address health inequalities. It will strengthen the voice of local people and groups, helping them to challenge poor quality services.

The contract is for 3 years with an option to extend for up to 2 years

Further information and tender documents are available on our e-tendering portal <https://lbbd.bravosolution.co.uk/web/login.shtml>

Any questions regarding the tender should be addressed through the portal in the messaging section.

Closing date 14th January 2022 at 5pm

The awarded Contract is to commence 1st April 2022

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

Value excluding VAT: £579,595

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

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

- 85100000 - Health services
- 85300000 - Social work and related services

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

NUTS codes

- UKI52 - Barking & Dagenham and Havering

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

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#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

#### **II.2.6) Estimated value**

Value excluding VAT: £579,595

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The contract is for 3 years with an option to extend for up to 2 years

#### **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.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

As per the attached tender documents

##### **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

#### **III.2) Conditions related to the contract**

##### **III.2.2) Contract performance conditions**

As per the attached tender documents

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## **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: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

14 January 2022

Local time

5:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

14 January 2022

Local time

5:00pm

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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.3) Additional information**

Additional Information

The Contracting Authority intends to use an eTendering system in this procurement exercise and reserves the right to use a reverse auction. Suppliers Instructions How to Express Interest in this Tender:

1. Register your company on the eSourcing portal (this is only required once)

- Browse to the eSourcing Portal: <https://lbbd.bravosolution.co.uk> and click the link to register

- Accept the terms and conditions and click 'continue'

- Enter your correct business and user details - Note the username you chose and click 'Save' when complete

- You will shortly receive an email with your unique password (please keep this secure)

2. Express an Interest in the tender

- Login to the portal with the username/password

- Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier)

- Click on the relevant PQQ/ ITT to access the content. - Click the 'Express Interest' button at the top of the page. - This will move the PQQ /ITT into your 'My PQQs/ My ITTs'

page. (This is a secure area reserved for your projects only)

-You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box 3.

Responding to the tender

- Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining)

- You can now use the 'Messages' function to communicate with the buyer

and seek any clarification

- Note the deadline for completion, then follow the onscreen instructions to complete the PQQ/ ITT

- There may be a mixture of online & offline actions for you to perform (there is detailed online help available) You must then submit your reply using the 'Submit Response' button at the top of the page.

If you require any further assistance please consult the online help, or contact the eTendering help desk

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

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

High Court

London

Country

United Kingdom