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Contract

ESCC SS - Healthwatch and Independent Health Complaints Advocacy Service

East Sussex County Council

F03: Contract award notice

Notice identifier: 2021/S 000-031776

Procurement identifier (OCID): ocds-h6vhtk-02d4a6

Published 20 December 2021, 1:48pm

Section I: Contracting authority

I.1) Name and addresses

East Sussex County Council

County Hall, St Annes Crescent

Lewes

BN7 1UE

Contact

Mandi Edwards

Email

mandi.edwards@eastsussex.gov.uk

Telephone

+44 07725478260

Country

United Kingdom

NUTS code

UKJ22 - East Sussex CC

Internet address(es)

Main address

www.eastsussex.gov.uk

Buyer's address

<https://in-tendhost.co.uk/sesharedservices/asp/Home>

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

ESCC SS - Healthwatch and Independent Health Complaints Advocacy Service

Reference number

ESCC - 033137

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

East Sussex County Council and Health has awarded a Provider for the Healthwatch and Independent Health Complaints Advocacy Service. The Healthwatch service is the consumer champion for health and social care, listening to people to understand what matters most, influencing those that have the power to change services, and empowering people to get the most from health and social care services. The Independent Health Complaints Service (IHCAS) provides practical support and direction for individuals making or intending to make an Health Services complaint, and assisting them in finding a resolution to their complaint of Health Services in the local authority area of the East Sussex County Council.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,340,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKJ22 - East Sussex CC

II.2.4) Description of the procurement

East Sussex County Council and Health has awarded a Provider for the Healthwatch and Independent Health Complaints Advocacy Service. The Healthwatch service is the consumer champion for health and social care, listening to people to understand what matters most, influencing those that have the power to change services, and empowering people to get the most from health and social care services. The Independent Health Complaints Service (IHCAS) provides practical support and direction for individuals making or intending to make an Health Services complaint, and assisting them in finding a resolution to their complaint of Health Services in the local authority area of the East Sussex County Council.

II.2.5) Award criteria

Quality criterion - Name: Quality Questionnaire / Weighting: 80%

Cost criterion - Name: Price and Bid Integrity / Weighting: 20%

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

Total contract Value includes possible 24 months extension is £2,340,000.00. Initial contract term is three years from 1 April 2022 to 31 March 2025. Contract term including extension is 1 April 2022 to 31 March 2027.

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-019767](#)

Section V. Award of contract

Title

Agreement for the provision of Healthwatch Services And Independent Health Complaints Advocacy Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

3 December 2021

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

East Sussex Community Voice CIC

County Hall, St Annes Crescent

Lewes

BN7 1UE

Email

mandi.edwards@eastsussex.gov.uk

Country

United Kingdom

NUTS code

- UKJ22 - East Sussex CC

National registration number

08270069

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £2,340,000

Total value of the contract/lot: £2,340,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Initial appeal to the East Sussex County Council Head of Procurement before appeal to Public Procurement Review Service.

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Country

United Kingdom