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Contract

Healthwatch Staffordshire

Staffordshire County Council

F03: Contract award notice

Notice identifier: 2021/S 000-032400

Procurement identifier (OCID): ocds-h6vhtk-02bb1f

Published 29 December 2021, 1:44pm

Section I: Contracting authority

I.1) Name and addresses

Staffordshire County Council

No. 2 Staffordshire Place, Tipping Street, Stafford

Stafford

ST16 2DH

Contact

Lisa Dobric

Email

lisa.dobric@staffordshire.gov.uk

Telephone

+44 1785278192

Country

United Kingdom

NUTS code

UKG24 - Staffordshire CC

Internet address(es)

Main address

www.staffordshire.gov.uk

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

Healthwatch Staffordshire

Reference number

IA2415

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 wish to commission the Healthwatch Staffordshire Service.

The Provider will ensure there is an independent consumer champion for health and social care services in Staffordshire, engaging with residents and influencing commissioning, with the aim of improving the overall quality of health and social care provision.

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: £609,454.31

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG24 - Staffordshire CC

Main site or place of performance

Staffordshire

II.2.4) Description of the procurement

This Service will support and shape the Staffordshire and Stoke-on-Trent Integrated Care System (ICS), the Health and Wellbeing Board and wider health and care commissioning priorities by ensuring plans reflect the patient and user voice. In

doing this their role is to closely work with partners to improve the overall quality of health and social care outcomes across Staffordshire.

The Health and Social Care Act 2012 set out duties for all local authorities with social services responsibility to commission and establish a Local Healthwatch.

Local Healthwatch has a seat on the statutory Health and Wellbeing Boards, ensuring that the views and experiences of patients, carers and other service users are taken into account. In addition the Act states local authorities are to provide an

Independent NHS Complaints Advocacy service (ICAS) to people who wish to make a complaint about their experience of a local NHS service.

Healthwatch is not required to be a statutory organisation; however the range of statutory functions that it must deliver include:

- Gather views and experiences of service users and residents and ensure the community voice is strengthened and heard by those who commission, deliver and regulate health and care services.
- Monitor the standard of service provision, including authority to undertake Enter and View visits to health and care providers and report any concerns and/or acknowledge good service practice.
- Provide information and signposting to help people find the right health and care service.
- Work in partnership with the Care Quality Commission (CQC), Healthwatch England and other bodies on national issues.

This will require a provider who can:-

- Deliver 'core' priority functions of community engagement and representation, as well as influencing commissioners and decision makers to improve services, including utilising the statutory Staffordshire Health and Wellbeing Board seat.
- Prepare a focussed delivery plan shaped by the public, alongside Council and ICS strategic priorities .
- Take a collaborative approach with key partners, stakeholders and volunteers to applaud, challenge, question and review in the pursuit of best practice in health and social care, informed by the public's opinion.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

Additional option to extend up to 12 months to 31st March 2026.

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 000-022488](#)

Section V. Award of contract

Contract No

IA2415

Title

Healthwatch Staffordshire

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 December 2021

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Support Staffordshire

Stafford Civic Centre, Riverside, Stafford

Staffordshire

ST16 3AQ

Country

United Kingdom

NUTS code

- UKG24 - Staffordshire CC

The contractor is an SME

Yes

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

Total value of the contract/lot: £609,454.31

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Staffordshire County Council

No. 2 Staffordshire Place, Tipping Street, Stafford

Stafford

ST16 2DH

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