

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/032493-2025>

Planning

Healthwatch Norfolk

Norfolk County Council

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-032493

Procurement identifier (OCID): ocids-h6vhtk-054908

Published 16 June 2025, 10:38am

Scope

Reference

NCCT43080

Description

The Council is seeking to purchase healthwatch services that will place particular emphasis on reaching out to marginalised and vulnerable groups who might face additional challenges in accessing health and social care services. The provider will work with Local Authority to engage with a wide range of communities, including those who are often marginalised or vulnerable. To do this effectively, develop targeted engagement strategies that are tailored to the specific needs and characteristics of different groups.

Total value (estimated)

- £370,000 excluding VAT

- £444,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 11 August 2025 to 10 August 2032
- Possible extension to 10 August 2037
- 12 years

Description of possible extension:

The Council is seeking to purchase healthwatch services that will place particular emphasis on reaching out to marginalised and vulnerable groups who might face additional challenges in accessing health and social care services. The provider will work with Local Authority to engage with a wide range of communities, including those who are often marginalised or vulnerable. To do this effectively, develop targeted engagement strategies that are tailored to the specific needs and characteristics of different groups.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKH15 - Norwich and East Norfolk
- UKH16 - North and West Norfolk

- UKH17 - Breckland and South Norfolk

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

19 June 2025

Enquiry deadline

11 July 2025, 11:00am

Tender submission deadline

18 July 2025, 11:00am

Submission address and any special instructions

Tenders must be submitted via <https://in-tendhost.co.uk/norfolkcc.aspx/Home>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

30 July 2025

Award criteria

Name	Type	Weighting
Quality	Quality	100%

Procedure

Procedure type

Open procedure

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Email: sourcingteam@norfolk.gov.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government