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Tender

Healthwatch Norfolk

Norfolk County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-032749

Procurement identifier (OCID): ocds-h6vhtk-054dc3 ([view related notices](#))

Published 16 June 2025, 5:08pm

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.

Full details of the requirement can be found in the Service Specification via In-Tend.

A Market Engagement notice has not been published as none have been undertaken as this is a defined requirement.

Total value (estimated)

- £2,590,000 excluding VAT
- £2,590,000 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 Contract may be extended by up to 60 months (36 + 24) at the Council's discretion.

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

Legal and financial capacity conditions of participation

Conditions of participation are outlined in the Invitation to Tender.

Technical ability conditions of participation

Conditions of participation are outlined in the Invitation to Tender.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

11 July 2025, 11:00am

Tender submission deadline

18 July 2025, 11:00am

Submission address and any special instructions

This procurement will be managed electronically via the Councils e-procurement system. To participate in this procurement, applicants must first be registered on the system at <https://in-tendhost.co.uk/norfolkcc>. Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc/asp/BUYERPROFILES>. Once registered you will be able to see the procurement project under the tenders section and express an interest to view the documentation and access any clarifications. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing support@in-tend.co.uk.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

31 July 2025

Award criteria

Name	Type	Weighting
Quality	Quality	100%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

[NCCT43080 ITT v1.1.docx](#)

[NCC Services Form of Agreement vf.doc](#)

[Schedule 2 - Specification Healthwatch Norfolk Jun25_FINAL.docx](#)

[Standard terms and conditions for the provision of Services \(vf\).docx](#)

[NDA \(2\).docx](#)

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