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Tender

FOR THE PROVISION OF AN INTEGRATED HEALTHWATCH AND INDEPENDENT NHS COMPLAINTS ADVOCACY SERVICE

Warrington Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-033217

Procurement identifier (OCID): ocds-h6vhtk-041729

Published 9 November 2023, 3:55pm

Section I: Contracting authority

I.1) Name and addresses

Warrington Borough Council

1 Time Square, Bewsey & Whitecross

Warrington

WA1 2NT

Contact

Mrs Rachel Alderson

Email

rachel.alderson@warrington.gov.uk

Telephone

+44 1925444400

Country

United Kingdom

Region code

UKD61 - Warrington

Internet address(es)

Main address

<http://www.warrington.gov.uk/>

Buyer's address

<http://www.warrington.gov.uk/>

I.3) Communication

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

<https://procontract.due-north.com/Advert/Index?advertId=73b3ab8d-4447-ee11-8124-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=73b3ab8d-4447-ee11-8124-005056b64545>

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

FOR THE PROVISION OF AN INTEGRATED HEALTHWATCH AND INDEPENDENT NHS COMPLAINTS ADVOCACY SERVICE

Reference number

DN687461

II.1.2) Main CPV code

- 75122000 - Administrative healthcare services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council is opening competition for a single provider to deliver Healthwatch Warrington. The service required is detailed in Service Specification (found in the attachments section on The Chest) which outlines all service requirements. Healthwatch Warrington consists of supporting the people of Warrington in ensuring that their voices are heard and improving experiences within health and social care in Warrington. Healthwatch Warrington will support Children, Young people and adults within Warrington. The Contract will be awarded in line with the terms and conditions. Prospective Tenderers shall ensure that they are fully familiar with the nature and extent of the obligations to be accepted by them if this Tender is accepted. It is the responsibility of prospective Tenderers to obtain for themselves at their own expense any additional information for the preparation of their Tenders.

II.1.5) Estimated total value

Value excluding VAT: £540,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD6 - Cheshire

Main site or place of performance

Warrington, Cheshire.

II.2.4) Description of the procurement

Provision of an integrated Healthwatch and NHS complaints advocacy service.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £540,000

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

Duration in months

84

This contract is subject to renewal

No

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

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

18 December 2023

Local time

12:00pm

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: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

18 December 2023

Local time

12:05pm

Place

1 Times Square, Warrington

Information about authorised persons and opening procedure

Electronically via the Chest (pro contract).

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Warrington Borough Council

1 Times Square

Warrington

WA1 2NT

Telephone

+44 1925444400

Country

United Kingdom

Internet address

<https://warrington.gov.uk>

VI.4.2) Body responsible for mediation procedures

Warrington Borough Council

1 Times Square

Warrington

WA1 2NT

Telephone

+44 1925444400

Country

United Kingdom

Internet address

<https://warrington.gov.uk>