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Tender

## **CP2296-22 Statutory Social Care and Health (NHS) Complaints Advocacy Service for Adults and Children in Devon and Torbay**

Devon County Council  
Torbay Council  
NHS Devon

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2023/S 000-033670

Procurement identifier (OCID): ocds-h6vhtk-0419bf

Published 14 November 2023, 3:40pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Devon County Council

County Hall, Topsham Road

Exeter

EX2 4QD

#### **Email**

[procurementpeople-mailbox@devon.gov.uk](mailto:procurementpeople-mailbox@devon.gov.uk)

#### **Telephone**

+44 1392383000

**Country**

United Kingdom

**Region code**

UKK43 - Devon CC

**Internet address(es)**

Main address

<https://www.devon.gov.uk>

Buyer's address

[supplyingthesouthwest.org.uk](https://www.supplyingthesouthwest.org.uk),<https://www.supplyingthesouthwest.org.uk>

**I.1) Name and addresses**

Torbay Council

Torquay

**Email**

[procurementpeople-mailbox@devon.gov.uk](mailto:procurementpeople-mailbox@devon.gov.uk)

**Country**

United Kingdom

**Region code**

UKK42 - Torbay

**Internet address(es)**

Main address

<https://www.torbay.gov.uk/>

**I.1) Name and addresses**

NHS Devon

Exeter

**Email**

[procurementpeople-mailbox@devon.gov.uk](mailto:procurementpeople-mailbox@devon.gov.uk)

**Country**

United Kingdom

**Region code**

UKK4 - Devon

**Internet address(es)**

Main address

<https://www.royaldevon.nhs.uk/>

**I.2) Information about joint procurement**

The contract involves joint procurement

**I.3) Communication**

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

[supplyingthesouthwest.org.uk](http://supplyingthesouthwest.org.uk), <https://www.supplyingthesouthwest.org.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[supplyingthesouthwest.org.uk](http://supplyingthesouthwest.org.uk), <https://www.supplyingthesouthwest.org.uk>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

CP2296-22 Statutory Social Care and Health (NHS) Complaints Advocacy Service for Adults and Children in Devon and Torbay

Reference number

DN638340

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Statutory Social Care & Health (NHS) Complaints Advocacy Service for Adult's and Children in Devon & Torbay.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

### **II.2) Description**

#### **II.2.1) Title**

Lot 1 Statutory Adult Social Care and Health (NHS) Complaints Advocacy Service in Devon & Torbay

Lot No

1

## **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

## **II.2.3) Place of performance**

NUTS codes

- UKK4 - Devon

Main site or place of performance

The administrative boundary of Devon County Council and Torbay Council.

## **II.2.4) Description of the procurement**

This Lot contract covers the provision of statutory advocacy services for adults in receipt of social care support who meet the eligibility criteria for such advocacy, and who require NHS Complaints Advocacy support when interacting with the NHS Devon part of the health and social care system.

The Service Provider who holds this Lot contract will be required to supply advocacy based on the requirements of the following legislation:

- The Care Act 2014
- The Mental Capacity Act 2005
- The Mental Health Act 1983 (as amended in 2007)
- NHS Complaints Advocacy as required under The Health and Social Care Act 2012

## **II.2.6) Estimated value**

Value excluding VAT: £3,561,894

## **II.2.7) Duration of the contract or the framework agreement**

Duration in months

32

## **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**

There will be the option to extend the contract on a 1 year + 1 year + 1 year basis at the procurer's discretion.

### **II.2) Description**

#### **II.2.1) Title**

Lot 2 Children's and Young People's Advocacy Service

Lot No

2

#### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

#### **II.2.3) Place of performance**

NUTS codes

- UKK - South West (England)

Main site or place of performance

The administrative boundary of Devon County Council.

#### **II.2.4) Description of the procurement**

The Local Authority meets its duties under the Adoption and Children Act 2002, the Children Act 1989, the National Standards for the Provision of Children's Advocacy Services (2002), and the Joint Statutory Guidance on prevention of homelessness and provision of accommodation for 16 and 17 year old young people who may be homeless and/or require accommodation, to the following groups: Looked After children and young people whose care and progress are being reviewed; Children and young people in receipt of social care services who wish to make a representation (including a complaint and those subject to Child Protection processes); Young people undergoing a Southwark Assessment; Children and young people who make or intend to make representations under Section 26 or 24D of the Children Act 1989.

The Service Provider will need to deliver the following advocacy services:

- Children subject to Child Protection
- Children Looked After & Care Leavers
- Health & Social Care Complaints
- Visiting Advocacy Service to Atkinson Secure Children's Home

#### **II.2.6) Estimated value**

Value excluding VAT: £859,375

#### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

32

#### **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**

There will be the option to extend the contract on a 1 year + 1 year + 1 year basis at the procurer's discretion.

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Form of procedure**

Open procedure

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

15 December 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English