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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

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

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

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, <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, <https://www.supplyingthesouthwest.org.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

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

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