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Tender

## **Healthwatch Services**

London Borough of Hounslow

F02: Contract notice

Notice identifier: 2024/S 000-034008

Procurement identifier (OCID): ocds-h6vhtk-04afca

Published 21 October 2024, 4:34pm

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

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

London Borough of Hounslow

Hounslow House, Bath Road, Hounslow

London

TW3 3EB

#### **Contact**

Ms Suzie Shardow

#### **Email**

[suzie.shardow@hounslow.gov.uk](mailto:suzie.shardow@hounslow.gov.uk)

#### **Telephone**

+44 2085832000

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

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

Buyer's address

<http://www.hounslow.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=3102ba51-af8f-ef11-8130-005056b64545>

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=3102ba51-af8f-ef11-8130-005056b64545>

**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**

Healthwatch Services

Reference number

DN747577

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

- 85000000 - Health and social work services
  - AA01 - Metal

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

Services

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

Healthwatch Hounslow will be the local consumer champion for health and social care representing the collective voice of people who use services and public. It will build up a local picture of community needs, aspirations and the experience of people who use the services.

Healthwatch Hounslow will report any concerns about the commissioned services to commissioners, providers and health scrutiny. Healthwatch Hounslow will develop and maintain effective working relationship with local providers, regulators, commissioners, Public Health, NWL ICB (Hounslow Borough) and Healthwatch England.

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

This contract is divided into lots: No

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

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

- 85100000 - Health services

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

NUTS codes

- UK - United Kingdom

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

The service will ensure effective use of a range of means when collecting Hounslow residents' views and experiences. This may include use of technology, face to face or telephone.

The service must be fully accessible to people with specialist communication needs, such as people with sight and hearing loss and be well publicized in a range of different mediums, formats and routes that are accessible to all local people.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 90%

Price - Weighting: 10%

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

Value excluding VAT: £85

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

31ST MARCH 2029 – 30TH MARCH 2030

31ST MARCH 2030 – 30TH MARCH 2031

#### **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

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## **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

20 November 2024

Local time

12:00pm

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

20 November 2024

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Royal Court of Justice

London

WC2A 2L

Country

United Kingdom