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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

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

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

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

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