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Tender

Local Healthwatch Service and Independent Complaints Advocacy (NHS Services)

Dorset Council

Bournemouth, Christchurch and Poole Council (BCP)

F02: Contract notice

Notice identifier: 2023/S 000-037664

Procurement identifier (OCID): ocds-h6vhtk-042928

Published 21 December 2023, 12:15pm

Section I: Contracting authority

I.1) Name and addresses

Dorset Council

Dorset Council, County Hall, Colliton Park

Dorchester

DT1 1XJ

Contact

Mrs Angela Pavey

Email

angela.pavey@dorsetcouncil.gov.uk

Telephone

+44 1305221280

Country

United Kingdom

Region code

UKK25 - Dorset

Internet address(es)

Main address

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

Buyer's address

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

I.1) Name and addresses

Bournemouth, Christchurch and Poole Council (BCP)

Town Hall, Bourne Avenue

Bournemouth

BH2 6DY

Contact

Nicky Mitchell

Email

nicky.mitchell@bcpcouncil.gov.uk

Telephone

+44 1202128738

Country

United Kingdom

Region code

UKK24 - Bournemouth, Christchurch and Poole

Internet address(es)

Main address

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

Buyer's address

<https://www.bcpccouncil.gov.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

<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

<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

Local Healthwatch Service and Independent Complaints Advocacy (NHS Services)

Reference number

DN696659

II.1.2) Main CPV code

- 85312000 - Social work services without accommodation

II.1.3) Type of contract

Services

II.1.4) Short description

This tender is being published under the Light Touch Regime of the Public Contract Regulations 2015.

The Social Care and Health Act 2012 makes provision for a consumer champion for health and social care called Healthwatch. The Local Healthwatch is funded through the Department of Health Community Voices grant which is channelled through each Local Authority.

The Act also makes provision for local authorities to make arrangements for the delivery of an Independent Complaints Advocacy Service (ICAS) in relation to their area for complaints relating to the provision of NHS health services. This service is also funded from the Department of Health's Community Voices grant.

ICAS may be provided by the same provider as Local Healthwatch or by a different provider. In either situation Local Healthwatch will have to support individuals in accessing information and independent advocacy if they need to complain about NHS services.

Bournemouth, Christchurch and Poole (BCP) Council and Dorset Council have pooled their funding, and are jointly tendering to commission the Local Healthwatch contract and the ICAS contract. It is expected that the contracts will commence on 01 April 2024 for an initial period of 3 years to 31 March 2027 and may be subsequently extended by a further 2 years to 31 March 2029 subject to satisfactory performance.

II.1.5) Estimated total value

Value excluding VAT: £1,548,880

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Local Healthwatch Service

Lot No

1

II.2.2) Additional CPV code(s)

- 85312000 - Social work services without accommodation

II.2.3) Place of performance

NUTS codes

- UKK24 - Bournemouth, Christchurch and Poole
- UKK25 - Dorset

II.2.4) Description of the procurement

Local Healthwatch is an organisation giving a stronger voice to people in influencing the health and wellbeing agenda and local service provision; providing signposting, supporting individuals with information and advice about access to services and NHS complaints advocacy. Local Healthwatch has to be provided at all times by an organisation that is a social enterprise.

The Vision for the Dorset Local Healthwatch is to be the “voice of the people” coordinating and bringing people’s views and experiences to improve health and social care and to be:

- A well led, high quality organisation that is effectively managed and

organised with clear and transparent priorities.

- Well known, independent, trusted and accessible to everyone.
- Operating seamlessly across the two areas.
- Influential and respected by decision makers and service providers.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 95

Quality criterion - Name: Social Value / Weighting: 5

Price - Weighting: 0

II.2.6) Estimated value

Value excluding VAT: £1,009,640

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

At the end of the initial three years, there will be two options to extend of 12 months each, making a possible contract period of five years.

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

II.2) Description

II.2.1) Title

Independent Complaints Advocacy (NHS Services)

Lot No

2

II.2.2) Additional CPV code(s)

- 85312000 - Social work services without accommodation

II.2.3) Place of performance

NUTS codes

- UKK24 - Bournemouth, Christchurch and Poole
- UKK25 - Dorset

II.2.4) Description of the procurement

The Independent Complaints Advocacy Service (NHS Services) will ensure that independent advocacy skills are used to provide practical support and direction to people to assist them finding a resolution to their complaint about NHS services in the local authority areas of Bournemouth, Christchurch and Poole Council and Dorset Council. The service must be fully compliant with all relevant regulations of the Health and Social Care Act 2012.

The service provider for this contract needs to have at least two years' experience of the provision of advocacy including experience of working with children and young people, people with mental health problems, learning disabilities, challenging behaviours, sensory disabilities, little or no English, differing cultural backgrounds, bereavement issues and those in distress. It is recognised that many advocacy groups do not work with both adults and children and young people and therefore would welcome a consortium or other types of multi-agency bid, as well as bids from single organisations with the relevant experience.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 95

Quality criterion - Name: Social Value / Weighting: 5

Price - Weighting: 0

II.2.6) Estimated value

Value excluding VAT: £539,240

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

At the end of the initial three years, there will be two options to extend of 12 months each, making a possible contract period of five years.

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: Yes

IV.2) Administrative information

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

Date

26 January 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

26 January 2024

Local time

12:15pm

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

Dorset Council

County Hall, Colliton Park

Dorchester

DT1 1XJ

Country

United Kingdom

Internet address

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