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Contract

Independent Advocacy Services for adults

London Borough of Merton

F03: Contract award notice

Notice identifier: 2024/S 000-040652

Procurement identifier (OCID): ocds-h6vhtk-049c35

Published 17 December 2024, 3:59pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Merton

Civic Centre, London Rd

Morden

SM4 5DX

Email

commercial.services@merton.gov.uk

Country

United Kingdom

Region code

UKI63 - Merton, Kingston upon Thames and Sutton

Internet address(es)

Main address

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

Buyer's address

<http://www.merton.gov.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

Independent Advocacy Services for adults

Reference number

DN744001

II.1.2) Main CPV code

- 80000000 - Education and training services

II.1.3) Type of contract

Services

II.1.4) Short description

Provide Advocacy Services for customers within the London Borough of Merton with out of Borough advocacy to be provided when needed.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £822,640

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI63 - Merton, Kingston upon Thames and Sutton

II.2.4) Description of the procurement

To provide advocacy support to vulnerable adults who are residents within and outside of London Borough of Merton to assist them to understand and exercise their legal rights towards independence and social inclusion.

The services that the Provider will be expected to deliver are;

Independent Mental Capacity Advocacy (IMCA): Independent mental capacity advocates represent people who lack capacity to make decisions about serious medical treatment, the provision of or change of accommodation, where there are no relatives or friends to act on their behalf.

Independent Mental Health Advocacy (IMHA): Independent mental health advocates (IMHAs) aim to enable residents to participate in decisions about their care and treatment.

Care Act, Deprivation of Liberty Safeguards (DoLS) and Relevant Persons Representative (RPR).

II.2.5) Award criteria

Quality criterion - Name: Staffing / Weighting: 5

Quality criterion - Name: Delivery / Weighting: 5

Quality criterion - Name: Outcomes / Weighting: 5

Quality criterion - Name: Accessibility and Compliance / Weighting: 5

Quality criterion - Name: Contract and Performance Management / Weighting: 15

Quality criterion - Name: Social Value / Weighting: 5

Price - Weighting: 60

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-029995](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 December 2024

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

VoiceAbility

London

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £822,640

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Court of Justice

London

Country

United Kingdom