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Tender

Statutory Healthwatch Service

London Borough of Havering

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-060375

Procurement identifier (OCID): ocids-h6vhtk-0516d6 ([view related notices](#))

Published 29 September 2025, 9:54am

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Suitability for SME's and VCSE's has been confirmed.

Scope

Reference

Atamis ref: UK0039

Description

The London Borough of Havering is seeking to commission a provider for the delivery of the Statutory Healthwatch Service. The Health and Social Care Act 2012 requires local authorities with adult care responsibilities to commission a local Healthwatch service.

Local Healthwatch services play a vital role in championing the voices of local people in health and social care. It promotes and supports public involvement in the commissioning, provision, and scrutiny of services, while enabling residents to monitor service standards and suggest improvements.

The Contract shall commence on the 1st April 2026 and, subject to satisfactory performance, shall continue until 31st March 2031 ("the contract period").

Total value (estimated)

- £982,800 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2027
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

The Contract shall commence on the 1st April 2026 and expire on 31st March 2027 with available extensions of 1+1+1+1 ("the contract period").

Main procurement category

Services

CPV classifications

- 85100000 - Health services
- 85300000 - Social work and related services

Contract locations

- UKI52 - Barking & Dagenham and Havering

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

16 October 2025, 12:00pm

Tender submission deadline

29 October 2025, 12:00pm

Submission address and any special instructions

Supplier portal operated by Atamis:

<https://lbhavering.my.site.com/s/Welcome>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

12 December 2025

Award criteria

Name	Type	Weighting
Price	Price	70%
Quality	Quality	25%
Social Value	Quality	5%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

London Borough of Havering

- Public Procurement Organisation Number: PCZG-5314-HWNM

Havering Town Hall

Romford

RM1 4GR

United Kingdom

Email: procurement.support@haverling.gov.uk

Region: UKI52 - Barking & Dagenham and Havering

Organisation type: Public authority - sub-central government