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Tender

Independent Health Complaints Advocacy (IHCA)

London Borough of Ealing

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

Notice identifier: 2025/S 000-067814

Procurement identifier (OCID): ocds-h6vhtk-0589f9 ([view related notices](#))

Published 23 October 2025, 1:27pm

Scope

Reference

CH252404

Description

Ealing Council plans to procure an Independent Healthcare Complaints Advocacy service which will be a stand-alone service to provide support to individuals to go through the complaints procedures for health services and social care services and to assist them in finding a resolution to their complaints about the care or treatment they receive.

Total value (estimated)

- £300,000 excluding VAT
- £360,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

1 option to extend for up to 2 years.

Main procurement category

Services

CPV classifications

- 85312300 - Guidance and counselling services
- 85312310 - Guidance services
- 85312320 - Counselling services
- 85312400 - Welfare services not delivered through residential institutions
- 85320000 - Social services

Contract locations

- UKI73 - Ealing
-

Participation

This procurement is reserved for

UK suppliers

Particular suitability

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

Submission

Enquiry deadline

12 November 2025, 3:00pm

Tender submission deadline

19 November 2025, 3:00pm

Submission address and any special instructions

Must be submitted electronically via the Ealing's Atamis portal

<https://ealinglbc-atamis.my.salesforce-sites.com/?SearchType=Projects>

Tenders may be submitted electronically

Yes

Award criteria

60% quality

40% price

Procedure

Procedure type

Below threshold - open competition

Special regime

Light touch

Documents

Associated tender documents

<https://ealinglbc-atamis.my.salesforce-sites.com/?SearchType=Projects>

Technical specifications to be met

<https://ealinglbc-atamis.my.salesforce-sites.com/?SearchType=Projects>

Contracting authority

London Borough of Ealing

- Public Procurement Organisation Number: PRHZ-3346-MGDQ

Perceval House, 14-16 Uxbridge Road

London

W5 2HL

United Kingdom

Contact name: Sally Brown

Email: procurement@ealing.gov.uk

Region: UKI73 - Ealing

Organisation type: Public authority - sub-central government