

**United Kingdom-Exeter: Health and social work services**  
**OJ S 173/2016 08/09/2016**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Devon County Council  
Postal address: County Hall, The Annexe, Topsham Road  
Town: Exeter  
NUTS code: UKK4 Devon  
Postal code: EX2 4QD  
Country: United Kingdom  
Contact person: Mr Lee Webber  
E-mail: [lee.webber@devon.gov.uk](mailto:lee.webber@devon.gov.uk)  
Telephone: +44 1392383000  
Fax: +44 1392382959  
**Internet address(es):**  
Main address: <http://www.devon.gov.uk>  
Address of the buyer profile: <http://www.supplyingthesouthwest.org.uk>

**I.1. Name and addresses**

Official name: NHS Northern, Eastern and Western Devon Clinical Commissioning Group  
Postal address: Newcourt House, Old Rydon Lane  
Town: Exeter  
NUTS code: UKK4 Devon  
Postal code: EX2 7JU  
Country: United Kingdom  
Contact person: Sally Parker  
E-mail: [sally.parker5@nhs.net](mailto:sally.parker5@nhs.net)  
**Internet address(es):**  
Main address: <https://www.newdevonccg.nhs.uk>  
Address of the buyer profile: <http://www.supplyingthesouthwest.org.uk>

**I.1. Name and addresses**

Official name: South Devon and Torbay Clinical Commissioning Group  
Postal address: Pomona House Oak View Close  
Town: Torquay  
NUTS code: UKK4 Devon  
Postal code: TQ2 7FF  
Country: United Kingdom  
Contact person: Jo Curtis  
E-mail: [jo.curtis@nhs.net](mailto:jo.curtis@nhs.net)  
**Internet address(es):**  
Main address: <http://www.southdevonandtorbayccg.nhs.uk>

Address of the buyer profile: <http://www.supplyingthesouthwest.org.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://procontract.due-north.com/Advert/Index?advertId=62386c5a-252e-e611-8114-000c29c9ba21>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://procontract.due-north.com/Advert/Index?advertId=62386c5a-252e-e611-8114-000c29c9ba21>

## **I.4. Type of the contracting authority**

Regional or local authority

## **I.5. Main activity**

Health

## **Section II: Object**

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### **II.1. Scope of the procurement**

#### **II.1.1. Title**

CP1321-16 Healthwatch and Local Engagement.

Reference number: DN164819

#### **II.1.2. Main CPV code**

85000000 Health and social work services

#### **II.1.3. Type of contract**

Services

#### **II.1.4. Short description**

This contract consists of 2 Lots which cover two sets of activities which were combined into one single Healthwatch Devon contract from March 2013 until April 2017. Those activities are the Healthwatch Devon statutory health and social care consumer voice role (Lot 1) and the now separate local health and social care engagement function (Lot 2).

The estimated total value for Lot 1 is GBP 1 965 930 for the five (5) years of the contract.

The local engagement service (Lot 2) has no set contract value as there is no guarantee of business, but value will be between GBP 0 and GBP 1 187 146 for the five (5) years of the contract.

#### **II.1.5. Estimated total value**

Value excluding VAT: 1 965 930,00 GBP

#### **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**

Healthwatch Devon Statutory Health and Social Care Consumer Voice

Lot No: 1

**II.2.2. Additional CPV code(s)**

73000000 Research and development services and related consultancy services, 98000000 Other community, social and personal services

**II.2.3. Place of performance**

NUTS code: UKK4 Devon

**II.2.4. Description of the procurement**

The Health and Social Care Act 2012 required local authorities with adult social care responsibilities to commission a local Healthwatch organisation to act as a consumer voice for people using health and social care services from 1.4.2013.

Consumer voice functions in brief are:

- Gathering views and understanding the experiences of people who use services, carers and the wider community
- Promoting and supporting involvement of people in the commissioning, provision and scrutiny of local care services — Recommending investigation into services via Healthwatch England or directly to the Care Quality Commission (CQC) (and possibly Ofsted or other regulators).
- Providing advice and information about access to services and support for making informed choices
- Making local views known to Healthwatch England.

**II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

**II.2.6. Estimated value**

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

Duration in months: 36

This contract is subject to renewal: no

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: yes

Description of options:

The contract will be for an initial term of three (3) years with an option to extend the contract for any period up to a further two (2) twelve (12) months periods at the sole discretion of Devon County Council.

**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.2.14. Additional information**

**II.2. Description**

**II.2.1. Title**

**II.2.2. Additional CPV code(s)**

73000000 Research and development services and related consultancy services, 98000000 Other community, social and personal services

**II.2.3. Place of performance**

NUTS code: UKK4 Devon

**II.2.4. Description of the procurement**

Commissioners from New Devon CCG, Devon County Council and South Devon and Torbay CCG want to ensure that the users of health and social care services have a say on the planning, contracting and delivery of those services whenever possible. The local engagement service has no set contract value as there is no guarantee of business, but value will be between GBP 0 and GBP 1 187 146 for the five (5) years of the contract.

We look for meaningful opportunities for involvement within the 'commissioning cycle', things that patients and service users can actually influence the shape of.

While the Healthwatch consumer voice role airs general public views, we want to give a say to those people who use particular services.

For social care, we need to reach people who are actually eligible for our support, which means they usually have a high level of vulnerability. For the NHS, we need to reach patients who often use very specialised services.

**II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

**II.2.6. Estimated value**

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

Duration in months: 36

This contract is subject to renewal: no

**II.2.10. Information about variants**

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**II.2.11. Information about options**

Options: yes

Description of options:

The contract will be for an initial term of three (3) years with an option to extend the contract for any period up to a further two (2) twelve (12) months periods at the sole discretion of the commissioners.

**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.2.14. Additional information**

**Section IV: Procedure**

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#### **IV.1. Description**

##### **IV.1.1. Type of procedure**

Open procedure

##### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

##### **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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2016/S 113-201635](#)

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

Date: 14/10/2016 Local time: 12:00

##### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

##### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

##### **IV.2.7. Conditions for opening of tenders**

Date: 14/10/2016 Local time: 12:00

#### **Section VI: Complementary information**

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##### **VI.1. Information about recurrence**

This is a recurrent procurement: no

##### **VI.3. Additional information**

##### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: Devon County Council

Postal address: County Hall, Topsham Road

Town: Exeter

Postal code: EX2 4QD

Country: United Kingdom

Internet address: <http://www.devon.gov.uk>

##### **VI.5. Date of dispatch of this notice**

05/09/2016