

**United Kingdom-Dorchester: Health and social work services**  
**OJ S 193/2018 06/10/2018**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Dorset County Council  
Postal address: Dorset County Council, County Hall  
Town: Dorchester  
NUTS code: UKK22 Dorset CC  
Postal code: DT1 1XJ  
Country: United Kingdom  
Contact person: Mrs Angela Pavey  
E-mail: [angela.pavey@dorsetcc.gov.uk](mailto:angela.pavey@dorsetcc.gov.uk)  
Telephone: +44 1305221280  
**Internet address(es):**  
Main address: <http://www.dorsetforyou.com/>  
Address of the buyer profile: <http://www.dorsetforyou.com/>

**I.1. Name and addresses**

Official name: Bournemouth Borough Council  
Postal address: Town Hall, St Stephen's Road  
Town: Bournemouth  
NUTS code: UKK21 Bournemouth and Poole  
Postal code: BH2 6DY  
Country: United Kingdom  
E-mail: [enquiries@bournemouth.gov.uk](mailto:enquiries@bournemouth.gov.uk)  
Telephone: +44 1202451451  
**Internet address(es):**  
Main address: <http://www.bournemouth.gov.uk>

**I.1. Name and addresses**

Official name: Borough of Poole  
Postal address: Civic Centre  
Town: Poole  
NUTS code: UKK21 Bournemouth and Poole  
Postal code: BH15 2RU  
Country: United Kingdom  
E-mail: [enquiries@poole.gov.uk](mailto:enquiries@poole.gov.uk)  
Telephone: +44 1202633633  
**Internet address(es):**  
Main address: <http://archive.poole.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: [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [www.supplyingthesouthwest.org.uk](http://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**

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

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

Provision of Local Healthwatch Service and Independent Complaints Advocacy (NHS Services)

Reference number: DN326693

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

85000000 Health and social work services

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

Services

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

Local authorities are required under the Health and Social Care Act 2012 to procure an organisation to provide a Local Healthwatch service. The Act also makes provision for Local Authorities to make arrangements for the delivery of an independent complaints advocacy service in relation to their area, for complaints relating to the provision of health services. Both of these services are being re-procured to cover the geographical areas of Bournemouth, Dorset and Poole.

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

Value excluding VAT: 2 000 000,00 GBP

#### **II.1.6. Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lot 1 and Lot 2.

### **II.2. Description**

#### **II.2.1. Title**

Local Healthwatch Service

Lot No: 1

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

85320000 Social services

### **II.2.3. Place of performance**

NUTS code: UKK21 Bournemouth and Poole

NUTS code: UKK22 Dorset CC

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

Lot 1: Local Healthwatch Service. Functions:

- 1) promoting, and supporting the involvement of local people in the commissioning, provision and scrutiny of local care services;
- 2) enabling local people to monitor and review the commissioning, decommissioning and provision of local care services;
- 3) obtaining the views of local people about their needs for, and their experiences of local care services and making those views known. Making reports and recommendations about how local care services could or ought to be improved to those responsible for commissioning, providing, managing or scrutinising those services and to the Healthwatch England committee of the Care Quality Commission;
- 4) ensure consumers are aware of and able to access good quality information and advice from existing provisions that supports choice and control in accessing services and support;
- 5) seeking views on the experiences of local people and making those known to the Healthwatch England committee of CQC;
- 6) making recommendations to the Healthwatch England committee of CQC to advise CQC about special reviews or investigations to conduct (where the circumstances justify doing so making such recommendations direct to CQC);
- 7) making recommendations to the Healthwatch England committee of CQC to publish reports under Section 45(3) of the Health and Social Care Act 2008 about particular matters;
- 8) giving to the Healthwatch England committee of CQC such assistance as it may require enabling it to carry out its functions effectively, efficiently and economically.

### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6. Estimated value**

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

Duration in months: 60

This contract is subject to renewal: yes

Description of renewals:

The Council reserves the right to extend the initial contract (of 36 months) by a further contract period (of up to 24 months).

### **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.2.14. Additional information**

#### **II.2. Description**

**II.2.1. Title**

Independent Complaints Advocacy (NHS Services)  
Lot No: 2

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

85312300 Guidance and counselling services

**II.2.3. Place of performance**

NUTS code: UKK21 Bournemouth and Poole  
NUTS code: UKK22 Dorset CC

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

Lot 2: Independent Complaints Advocacy (NHS Services). The service will ensure that independent advocacy skills are used to provide practical support and direction to people, to assist them in finding a resolution to their complaint, about NHS services in the local authority areas of Bournemouth, Poole and Dorset. The service must be fully compliant with all relevant regulations of the Health and Social Care Act 2012.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6. Estimated value****II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 60

This contract is subject to renewal: yes

Description of renewals:

The Council reserves the right to extend the initial contract (of 36 months) by a further contract period (of up to 24 months).

**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.2.14. Additional information****Section III: Legal, economic, financial and technical information**

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**III.1. Conditions for participation****III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

As stated in the procurement document.

**III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

## **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: no

### **IV.2. Administrative information**

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

Date: 05/11/2018 Local time: 14:00

#### **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.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 12 (from the date stated for receipt of tender)

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

Date: 05/11/2018 Local time: 14:30

## **Section VI: Complementary information**

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

This is a recurrent procurement: no

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

Local Government Review 2019:

Tenderers are asked to note that, In February 2017, to best protect public services and represent the whole of Dorset as the Government continues to reduce the funding it gives to local councils, six Dorset councils — including Dorset County Council — submitted a proposal to replace the nine authorities with two unitary for all Dorset. This proposal is known as “Future Dorset”.

In February 2018, the Secretary of State agreed that the current nine councils across Dorset will be dissolved at the end of March 2019 and 2 new organisations, known as “Dorset Council” and “Bournemouth, Christchurch and Poole Council” will come into effect from 1.4.2019.

Accordingly the winning bidder(s) will contract with Dorset Council and Bournemouth, Christchurch and Poole Council.

The Council reserves the right not to award a contract, to make whatever changes it sees fit to the timing of the procurement process or to cancel the process in its entirety at any stage and, where it considers it appropriate to do so, to award a contract for only 1 lot.

Contract value:

Tenderers are asked to note that, the value of the total contract as expressed in Section II.1.5) above, is an estimate only. The Central Government grant funding allocation has historically been topped up by the partner Councils. Tenderers should be aware that if the estimated Government allocation reduces over the life of the contract, Council top-ups will remain the same. Therefore, tenderers will need to demonstrate robust business resilience plans.

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

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

Official name: Royal Courts of Justice

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

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

01/10/2018