



**CONTRACT FOR THE PROVISION OF A HEALTHWATCH SERVICE IN THE LONDON
BOROUGH OF WALTHAM FOREST
FOR THE PERIOD
1ST APRIL 2022 TO 31ST MARCH 2025**

The London Borough of Waltham Forest ("the Authority") invites Tenders from suitably qualified and experienced organisations for the Contract for The Provision of a Healthwatch Service in the London Borough of Waltham Forest ("the Contract").

The Contract will commence on 1st April 2022 and shall continue up to and including 31st March 2025 (the "Contract Period"). At the sole discretion of the Authority the Contract Period may be extended in such period or periods as the Authority deems appropriate up to a maximum of two (2) years, providing a possible total Contract Period to midnight on 31st March 2027.

The Health and Social Care Act 2012 requires local authorities with adult social care responsibilities to commission a local Healthwatch.

The successful provider will be required to ensure the local Healthwatch is of benefit to patients, users of services, carers and the public by providing support to get the best out of services, improving outcomes and supporting services to be more responsive to what people want and need. To work with communities to influence commissioners to design and provide better health and social care services.

The local Healthwatch will need to be independent and coordinate and build upon all of the existing mechanisms for engaging users of health and social care services, established by the Authority, the National Health Service ("NHS") and the networks of user-led organisations. It will also establish relationships that engage communities, patients, service users and carer groups.

Evaluation Criteria:

Organisations shall be experienced in providing similar services and shall also be required, as part of their Tender, to complete a Selection Questionnaire containing information about their economic and financial standing, technical capability and other general information. This information will be assessed to establish that the organisation is financially viable and technically capable of undertaking a service of the nature covered by the Contract. Full details of how the Authority will evaluate the Selection Questionnaire are contained at the beginning of the Selection Questionnaire.

The Authority carries out financial appraisals of all organisations that Tender for the Authority's contracts to ensure that such organisations satisfy the Authority's minimum standards of economic and financial standing. In this instance the Authority has set the following financial threshold for the Contract:

Minimum of £74,000 annual turnover in each of the last two (2) years of trading.

The Authority has also set a ratio of no lower than 8 out of 20 as described more fully in the Selection Questionnaire.

The Authority retains discretion to exclude any organisation that fails to meet this standard.

Organisations shall be aware that only Tenders submitted by organisations who satisfy the requirements of the Selection Questionnaire shall go on to be evaluated in accordance with the Contract Evaluation Criteria of the most economically advantageous Tender received having regard to:

- Price 60%; and
- Quality 40%

A full breakdown of the Evaluation Criteria is contained in the Tender Documents.

The Authority considers that the Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended by the Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014 ("TUPE") are likely to apply to the Contract. Organisations will be required to comply with their obligations under TUPE without additional cost to the Authority.

Contract Documents:

The Contract Documents comprise of the following:

- Conditions of Contract.
- Service Specification,
- Tender Documents

Organisations can obtain the Contract Documents in accordance with the instructions below:-

- Register your organisation free of charge at www.londontenders.org;
- Await acceptance: you will receive an e-mail confirming your username and password for the London Tenders Portal;
- Use your username and password to log in to the London Tenders Portal and express your interest in the Contract,
- After you have expressed an interest you will receive an e-mail link to access the Contract Documents;
- **All Tenders must be submitted via the London Tenders Portal.**

All Tenders must be submitted by no later than **12:00 Noon on Tuesday 22nd February 2022.**