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Contract

General Information and Advice Service

Harrow Council

F03: Contract award notice

Notice identifier: 2025/S 000-001938

Procurement identifier (OCID): ocds-h6vhtk-049ae3

Published 20 January 2025, 4:48pm

Section I: Contracting authority

I.1) Name and addresses

Harrow Council

Procurement Team, PO Box 1358

Harrow

HA3 3QN

Contact

Mr Marzuki Haji

Email

marzuki.haji@harrow.gov.uk

Country

United Kingdom

Region code

UKI74 - Harrow and Hillingdon

Internet address(es)

Main address

<http://www.harrow.gov.uk>

Buyer's address

<http://www.harrow.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

General Information and Advice Service

Reference number

DN724621

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The London Borough of Harrow is inviting tenders for the provision of the borough's General Information and Advice Service. We are looking for a provider(s) who can deliver

independent information and advice services through a range of channels for Harrow residents in need, that supports them to access help seamlessly, at the earliest possible opportunity, as well as address the changes in residents' need in response to the Covid-19 pandemic and subsequent cost of living crisis. The advice will be free and confidential for all Harrow residents to access on an equal basis and in a safe environment.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,242,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI74 - Harrow and Hillingdon

II.2.4) Description of the procurement

The service will include delivery of general information and advice through a multi-channel approach focusing on digital channels, email, mobile friendly, website, and face-to-face. This includes:

- delivery of the general information and advice service.
- delivery of general information and advice via Family Hubs Network.
- delivery of general information and advice for people who are homeless or at risk of homelessness.
- delivery of general information and advice integrated within Council led initiatives

The contract funds a service for any Harrow resident with needs around housing, welfare benefits, financial services, employment, physical and mental wellbeing, family and personal matters, as well as immigration and asylum queries.

The service will provide assistance to support clients in completing forms, drafting emails and letters, and accessing online services. It will also provide assistance to seek information or mediate/ negotiate on the client's behalf. The service will provide clear,

comprehensive, relevant and up to date information and advice detailing individual rights and responsibilities.

The provider(s) will work to ensure a clear and efficient resident's journey with accurate signposting of other services that involve one route in assessing their need. A triage and referral pathway will be agreed within a formal network of information and advice providers ensuring quality assurance, safeguarding considerations and mechanisms to make a complaint are clear and accessible.

The provider(s) should ensure that mechanisms are in place that makes the service easy to use and navigate providing a variety of available options. This should include self-management and empowering a resident to make their decisions in a timely way that prevents escalation.

The provider(s) role is to contribute to the delivery of the strategy and to take the lead in the development of the established Information and Advice Network (comprising of the council, strategic partners, and local service providers); a digital platform and working with partners to join up services and map community assets. The network should be utilised as a vehicle for capacity building within the sector and for improve collective standards.

II.2.5) Award criteria

Quality criterion - Name: Quality / Technical / Weighting: 60

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-029448](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 January 2025

V.2.2) Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Harrow Citizens Advice Bureau Service Limited

Harrow

Country

United Kingdom

NUTS code

- UKI7 - Outer London – West and North West

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,242,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Royal Courts of Justice

Strand, London

Country

United Kingdom