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Contract

AC1895 Wiltshire Community Advice and Support Services April 2025

Wiltshire Council

F03: Contract award notice

Notice identifier: 2025/S 000-001965

Procurement identifier (OCID): ocids-h6vhtk-04a31b

Published 21 January 2025, 9:10am

Section I: Contracting authority

I.1) Name and addresses

Wiltshire Council

County Hall

Trowbridge

BA14 8JN

Contact

Miss Rachel Candy

Email

rachel.candy@wiltshire.gov.uk

Country

United Kingdom

Region code

UKK15 - Wiltshire CC

Internet address(es)

Main address

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

Buyer's address

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

AC1895 Wiltshire Community Advice and Support Services April 2025

Reference number

DN738752

II.1.2) Main CPV code

- 66000000 - Financial and insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

Wiltshire Council would like to advise of a tender opportunity for Community Advice and Support Services and is seeking to appoint a Supplier for the delivery of high-quality services across Wiltshire from 1st April 2025 for an initial five year contract.

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: £2,860,970

II.2) Description

II.2.2) Additional CPV code(s)

- 75200000 - Provision of services to the community

II.2.3) Place of performance

NUTS codes

- UKK15 - Wiltshire CC

II.2.4) Description of the procurement

Wiltshire Council would like to advise of a tender opportunity for Community Advice and Support Services and is seeking to appoint a Supplier for the delivery of high-quality services across Wiltshire from 1st April 2025 for an initial five year contract.

The services will provide free independent advice and support to Wiltshire communities in relation to:

- Benefits and tax credits
- Work and employee issues
- Debt and money
- Consumer issues
- Family and relationships
- Housing and information

- Law and courts
- Discrimination
- Immigration
- Health
- Unpaid Carers

Wiltshire Council are seeking a Supplier who must demonstrate a passion for ensuring an equal, diverse and inclusive approach to ensure all communities regardless of age, race, location and sexuality are considered within this support and the service is accessible.

We believe everyone has the right to have services that improve their quality of life and wellbeing as well as a service that they feel comfortable and able to seek advice to promote this.

II.2.5) Award criteria

Cost criterion - Name: Price / Weighting: 30

Cost criterion - Name: Quality / Weighting: 70

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-030770](#)

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

6 January 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Wiltshire Citizens Advice

Trinity House, Bryer Ash Business Park,

Trowbridge

BA14 8HE

Country

United Kingdom

NUTS code

- UKK15 - Wiltshire CC

The contractor is an SME

Yes

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

Total value of the contract/lot: £2,825,970

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England and Wales

London

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

High Court of England and Wales

Royal Courts of Justice

London

WC1A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The UK does not have any special review body with responsibility for appeal/mediation procedures in public procurement competitions. Instead; any challenges are dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of the PCR 2015

The contracting authority will enter into this contract following a 10 calendar day standstill period starting on the day after the notification of the result. The Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or who are at risk of harm by a breach of the regulations to bring proceedings in the High Court. Any such proceedings must be brought within the limitation period specified by the regulations according to the remedy sought.