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Contract

Citywide Advice Service (HDG/2022/196)

Stoke-on-Trent City Council

F03: Contract award notice

Notice identifier: 2023/S 000-002317

Procurement identifier (OCID): ocds-h6vhtk-0365aa

Published 25 January 2023, 2:58pm

Section I: Contracting authority

I.1) Name and addresses

Stoke-on-Trent City Council

Civic Centre, Glebe Street

Stoke-on-Trent

ST4 1HH

Contact

Miss Agnes Ashun

Email

agnes.ashun@stoke.gov.uk

Telephone

+44 1782237651

Country

United Kingdom

Region code

UKG23 - Stoke-on-Trent

Internet address(es)

Main address

<https://www.stoke.gov.uk>

Buyer's address

<https://www.stoke.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

Citywide Advice Service (HDG/2022/196)

Reference number

DN622319

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Citywide Advice Service delivering a range of activities including: Generalist Information and Advice; Independent Housing Advice; Debt and Money Advice and Welfare Benefits Advice. The Service will help to supply information and support opportunities for vulnerable people in the city, enabling

individuals to make informed decisions around a range of issues such as managing their finances, maximising income opportunities, uptake of benefits for those who are eligible and reducing overall debt and issues that may impact on their housing or living conditions.

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: £1,814,500

II.2) Description

II.2.2) Additional CPV code(s)

- 75110000 - General public services
- 79140000 - Legal advisory and information services
- 75310000 - Benefit services

II.2.3) Place of performance

NUTS codes

- UKG23 - Stoke-on-Trent

II.2.4) Description of the procurement

Citywide Advice Service delivering a range of activities including: Generalist Information and Advice; Independent Housing Advice; Debt and Money Advice and Welfare Benefits Advice. The Service will help to supply information and support opportunities for vulnerable people in the city, enabling

individuals to make informed decisions around a range of issues such as managing their finances, maximising income opportunities, uptake of benefits for those who are eligible and reducing overall debt and issues that may impact on their housing or living conditions.

II.2.5) Award criteria

Quality criterion - Name: Proposed delivery of Service / Weighting: 25

Quality criterion - Name: Customer access to Service / Weighting: 15

Quality criterion - Name: Staffing / Weighting: 10

Quality criterion - Name: Mobilisation Plan / Weighting: 5

Quality criterion - Name: Reporting format for Key Performance Indicators and Outcomes / Weighting: 5

Quality criterion - Name: Innovation and Added Value / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 5

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: [2022/S 000-024750](#)

Section V. Award of contract

Contract No

HDG/2022/196

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 January 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Staffordshire North & Stoke on Trent Citizens Advice Bureaux

Advice House, Cheapside, Hanley

Stoke-on-Trent

ST1 1HL

Email

simon.harris@casns.org.uk

Country

United Kingdom

NUTS code

- UKG23 - Stoke-on-Trent

Internet address

<https://www.stoke.gov.uk>

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,814,500

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Stoke-on-Trent City Council

Civic Centre, Glebe Street

Stoke-on-Trent

ST4 1HH

Country

United Kingdom

Internet address

<https://www.stoke.gov.uk>