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Contract

## **409 - Welfare Benefits, Information and Debt Advice Services**

Wigan Council

F03: Contract award notice

Notice identifier: 2024/S 000-002732

Procurement identifier (OCID): ocds-h6vhtk-0402ef

Published 26 January 2024, 12:52pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Wigan Council

Corporate Procurement Team, Customer Directorate, Wigan, Wigan Town Hall

Wigan

WN1 1YN

#### **Contact**

Mr. Anthony Baker

#### **Email**

[Anthony.Baker@wigan.gov.uk](mailto:Anthony.Baker@wigan.gov.uk)

#### **Telephone**

+44 7740040805

#### **Country**

United Kingdom

**Region code**

UKD3 - Greater Manchester

**Internet address(es)**

Main address

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

Buyer's address

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

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

409 - Welfare Benefits, Information and Debt Advice Services

Reference number

DN690850

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

- 66000000 - Financial and insurance services

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

Services

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

Wigan Council wishes to establish a contract for the provision of welfare benefit, information and debt advice services across the borough. The contract will be for a period of 3 years with two separate 12-month contract extensions. Therefore, potentially a 5-year contract term (if extension clause exercised).

The service will commence on 1st April 2024 and the successful bidder will be required to provide advice and support to residents aimed at maximising income and reducing debt and homelessness. The services should be easily accessible across the borough and deliver positive outcomes including increased income for the council and a reduction in demand for public services.

The service is required to support our Deal 2030 priorities and address issues linked to the cost-of-living crisis and any future economic challenges. It should provide independent and impartial advice that is efficient and effective in preventing and reducing the problems faced by residents in relation to, but not limited to:

- benefits
- debt
- employment
- health and social care

- housing
- immigration

#### **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: £2,250,000

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

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

NUTS codes

- UKD3 - Greater Manchester

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

This procurement followed the FTS Open Tender procedure.

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

Cost criterion - Name: Cost / Weighting: 50

#### **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

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## **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: [2023/S 000-028011](#)

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## **Section V. Award of contract**

### **Contract No**

409

### **Title**

409 - Welfare Benefits, Information and Debt Advice Services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

26 January 2024

#### **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: 0

Number of tenders received by electronic means: 0

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

**V.2.3) Name and address of the contractor**

Citizens Advice Service in the Borough

Magnum House, 33 Lord Street, Leigh

Wigan

WN7 1BY

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

The contractor is an SME

Yes

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

Total value of the contract/lot: £2,250,000

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## **Section VI. Complementary information**

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

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

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom