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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

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

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

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](#)

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

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