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Tender

Provision of an Independent Advocacy Service for Adults

South Ayrshire Council

F02: Contract notice

Notice identifier: 2026/S 000-003040

Procurement identifier (OCID): ocds-h6vhtk-0559f3

Published 14 January 2026, 11:36am

Section I: Contracting authority

I.1) Name and addresses

South Ayrshire Council

County Buildings, Wellington Square

Ayr

KA7 1DR

Email

procurement@south-ayrshire.gov.uk

Telephone

+44 3001230900

Country

United Kingdom

NUTS code

UKM94 - South Ayrshire

Internet address(es)

Main address

<http://www.south-ayrshire.gov.uk/procurement/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00405

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.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

Provision of an Independent Advocacy Service for Adults

Reference number

CE-147-25

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

South Ayrshire Heath and Social Care Partnership requires a high-quality Independent Individual and Collective Advocacy Service in South Ayrshire for adults ages 16 years and over

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85311000 - Social work services with accommodation
- 85310000 - Social work services
- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKM94 - South Ayrshire

II.2.4) Description of the procurement

South Ayrshire Heath and Social Care Partnership requires a high-quality Independent Individual and Collective Advocacy Service in South Ayrshire for adults ages 16 years and over that is:

- Independent and professional
- Provides individual (one-to-one) advocacy that is issue focused
- Provides collective (group) advocacy that is issue focused
- Provides instructed and non-instructed advocacy
- Meets statutory requirements and Scottish Government priorities
- Provided by skilled and appropriately trained advocates

The service will follow the Independent Advocacy Guide for Commissioners and will serve persons who require advocacy under the Adults With Incapacity (Scotland) Act 2000 and the Adult Support and Protection (Scotland) Act 2007. The service will also include adults seeking advocacy under the Mental Health (Care and Treatment) (Scotland) Act 2003 who are:

- People with mental health conditions
- People with learning disabilities
- People with Neurodivergent Conditions, including Autism
- People with dementia

The service will also cover generic advocacy for adults.

Individual Advocacy – is also known as one to one, professional or issue-based advocacy. It is provided by paid and unpaid advocates. An advocate supports a person to represent their own interests and represents the views of the person if the person is unable to do this themselves. The advocates provide support on specific issues, and provide information, but not advice.

Collective (Group) Advocacy – A collective voice can be stronger than that of an individual. Being part of a collective advocacy group can help reduce a person's sense of isolation when raising a difficult issue. The group may campaign on an issue.

This service will also include advocacy for persons connected with the Alcohol and Drug Partnership, with workers providing advocacy to this group based on their own lived experience.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 85

Price - Weighting: 15

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

November 2030

II.2.10) Information about variants

Variants will be accepted: No

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

II.2.14) Additional information

This PIN is a request for information, the responses from this PIN will help the Council to understand the number of Providers who may be interested in bidding for a potential Contract.

If you are interested in the above requirement, please complete the attached expression of interest form and return, by email to procurement@south-ayrshire.gov.uk by Friday 5th August 2025.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

It is a requirement of this procurement that Tenderers hold, or can commit to obtain, prior to the commencement of any subsequently awarded Contract, the insurance and financial requirements indicated below:

Insurances:

Employers Liability Insurance (Compulsory) = 10 million GBP in respect of each claim without limit to the number of claims.

Public Liability Insurance = 5 million GBP in respect of each claim without limit to the number of claims.

Evidence for insurance requirements will be requested at the "Request For Documentation" Stage.

Documentation requested for the above insurances will include the names of insurers, policy numbers, expiry dates, limits of any one incident, annual aggregate caps, excesses and claims handling procedures.

Financial Standing:

The Council will access a Creditsafe report for a Tenderer's organisation and use the information contained within to assist with the assessment of the Tenderer's economic and financial standing.

In the event that this analysis is unavailable or unsatisfactory the Council will request the following information below:

A copy of the organisation's audited accounts or equivalent for the most recent 2 years, along with details of any significant changes since the last year end.

OR

A statement of the organisation's turnover; profit and cash flow for the most recent full year of trading or where a full year trading has not been completed the same information for the period applicable. NOTE if this information is not available in an audited format

Tenderers may be required to provide an end of period balance sheet or make the response specified below.

OR

If Tenderers are unable to provide the information requested above, they may be required to provide additional information and documentation that will give the Authority the assurance that they are capable of carrying out any subsequent awarded contract. For example, a statement of their organisation's cash flow forecast for the current year and a letter from the organisation's bank outlining the current cash and credit position or other alternative means of demonstrating financial standing.

Once the Council has received and considered such financial information as is made available in line with the requirements above, the Council shall have discretion to ask Tenderers to provide either a parent company guarantee and/or a guarantee from an agreed financial institution as it considers appropriate (acting reasonably).

In the event that additional measures are requested, the Council shall, in its sole discretion, determine the terms of those measures that it deems as acceptable. If Tenderers cannot provide measures to the satisfaction of the Council then their submission may be rejected.

Evidence for this requirement may be requested at the "Request For Documentation" Stage.

III.1.3) Technical and professional ability

List and brief description of selection criteria

Tenderers will be required to provide evidence of having the necessary capacity and capability to deliver the requirements for the Provision of an Independent Advocacy Service for Adults. The below requirements will be requested at the "Request for Documentation" Stage:

Two (2) examples of the provision of similar services may be requested and must be from within the last 3 years for goods and services and within the last 5 years of work contracts.

If Tenderers are unable to provide two (2) examples the tenderer may be required to explain why examples cannot be provided.

Tenderers may also be required to provide:

Technical Skills

A statement of the relevant professional and technical skills available within your organisation; or where applicable, consortium members and/or named sub-contractors in relation to this procurement exercise.

Guidance

The buyer will use the information you provide to evaluate whether your organisation; consortium members and/or named sub-contractors have the relevant professional and technical skills required for this procurement exercise.

Technical Resources

A statement of the relevant technical resources such as the tools, plant, facilities and technical equipment available to your organisation, or where applicable, consortium members and/or named sub-contractors in relation to this procurement exercise.

Guidance

The buyer will use the information you provide to evaluate whether your organisation; consortium members and/or named sub-contractors have the relevant technical resources for this procurement exercise.

Technical Confirmation

If available, copies of completion certificates or customers' written declaration which validates the examples you have provided.

Guidance

If you cannot provide certificates or customer declarations the Authority may choose to contact customers cited directly in order to validate the experience examples you have provided without any further reference to you.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

During the period of the Contract Agreement, the Service Provider shall monitor and measure their performance against the Key Performance Indicators (KPIs). Regular meetings will be held between the Service Provider and the Council to deal with issues arising in the routine management of the Contract, to discuss changes in the way that the Contract is executed and/or to discuss performance or any other ad-hoc reasons.

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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: [2025/S 000-037770](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

19 February 2026

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

19 February 2026

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: November 2030

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 30476.
For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

It has become clear that there is scope within the Procurement Reform (Scotland) Act 2014 which applies to public contracts, to use contracts to deliver wider social benefits such as:

Targeted recruitment and training (providing employment and training opportunities/Apprenticeships)

SME and social enterprise development

Community engagement

As part of your tender response, Tenderers are requested to provide an outline of all community benefits they can offer for this contract.

(SC Ref:820572)

VI.4) Procedures for review

VI.4.1) Review body

Ayr Sheriff Court

Ayr

Country

United Kingdom