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Contract

## **Specialist Welfare Advice and Information Service**

Swindon Borough Council

F03: Contract award notice

Notice identifier: 2022/S 000-003293

Procurement identifier (OCID): ocds-h6vhtk-029ff0

Published 4 February 2022, 3:44pm

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

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

Swindon Borough Council

Swindon Borough Council, Civic Offices, Euclid Street

Swindon

SN1 2JH

#### **Contact**

Mrs Claire Smith

#### **Email**

[cesmith@swindon.gov.uk](mailto:cesmith@swindon.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

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

Buyer's address

<http://www.swindon.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**

Specialist Welfare Advice and Information Service

Reference number

DN535136

**II.1.2) Main CPV code**

- 75310000 - Benefit services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Swindon Borough Council is looking to procure a Specialist Advice & Information Service that will provide the following:

The successful provider of this contact will be responsible for the delivery of a high quality specialist welfare advice service in Swindon, offering confidential face-to-face and telephone support depending on what is most appropriate.

Good quality specialist advice and information leads to improvements in housing conditions, improved employment and working conditions, reduced debt and increased access to benefits and other entitlements. This ultimately results in improved health and wellbeing for individuals and their families.

Advice services, including financial and debt relief services, housing advice and benefits advice are cost-effective ways to increase incomes in low-income households.

Access to generalist advice and information remains a significant requirement for the residents of Swindon. As local people's lives are impacted by the wider economic and political environment Swindon requires an advice service that can both react to and prepare for the changing advice requirements of those people who need the service.

#### **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: £2,919,000

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

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

NUTS codes

- UK - United Kingdom

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

Swindon Borough Council is looking to procure a Specialist Advice & Information Service that will provide the following:

The successful provider of this contact will be responsible for the delivery of a high quality specialist welfare advice service in Swindon, offering confidential face-to-face and telephone support depending on what is most appropriate.

Good quality specialist advice and information leads to improvements in housing conditions, improved employment and working conditions, reduced debt and increased access to benefits and other entitlements. This ultimately results in improved health and

wellbeing for individuals and their families.

Advice services, including financial and debt relief services, housing advice and benefits advice are cost-effective ways to increase incomes in low-income households.

Access to generalist advice and information remains a significant requirement for the residents of Swindon. As local people's lives are impacted by the wider economic and political environment Swindon requires an advice service that can both react to and prepare for the changing advice requirements of those people who need the service.

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

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

#### **II.2.11) Information about options**

Options: Yes

Description of options

Option to extend for a further two years.

#### **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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-006270](#)

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## **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**

18 June 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 0

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: 1

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

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

Citizen's Advice Swindon,  
Sanford House, Sanford Street,  
Swindon,  
SN1 1HE

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £2,919,000

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## **Section VI. Complementary information**

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

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

Swindon Borough Council

Swindon

Country

United Kingdom