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Tender

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

Swindon Borough Council

F02: Contract notice

Notice identifier: 2021/S 000-006270

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

Published 26 March 2021, 4:48pm

### **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.3) Communication**

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

[www.supplythesouthwest.org.uk](http://www.supplythesouthwest.org.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.supplythesouthwest.org.uk](http://www.supplythesouthwest.org.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.1.5) Estimated total value**

Value excluding VAT: £2,920,204

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UK - United Kingdom

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

To participate, Suppliers will need to Register as a Supplier with ProContract, [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk), then Register an Interest before obtaining access to the tender documents. In the event of difficulties registering as a supplier, please refer to the System Administrator Proactis support team [ProContractSuppliers@proactis.com](mailto:ProContractSuppliers@proactis.com)

Contract Period

The contract will be initially for a period of 60 months commencing 1st October 2021 with the option to extend for a further 24 months as per the contract terms and conditions.

Tender Responses

Tender Responses are required to be submitted no later than 25th May 2021, 12:00:00 hrs UK Local time via ProContract tender portal - <https://www.supplyingthesouthwest.org.uk/>

Tender Clarifications

If you require any clarifications on the tender documents, please submit these in writing via Messaging in ProContract tender portal by 15th May 2021, 12:00:00 hrs UK Local time. The Council's responses to these clarification questions will be uploaded periodically on the ProContract tender portal.

Please note that this project has been advertised on Find a Tender Service, Contracts Finder / other web portals, however, Supplying the South West Portal, <https://www.supplyingthesouthwest.org.uk/> is the only portal that includes all the relevant documents required to respond to this opportunity, bearing Project Id: DN535136

No Tender submissions will be considered without completing the tender documents in full including attachments and returning them in alignment with the instructions within the tender documents

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £2,920,204

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

Start date

1 October 2021

End date

30 September 2026

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **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

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

Date

25 May 2021

Local time

12:00pm

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

25 May 2021

Local time

1:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

Swindon Borough Council

Swindon

Country

United Kingdom