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Tender

## **Carmarthenshire Financial Wellbeing Support Service**

Carmarthenshire County Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2025/S 000-006873

Procurement identifier (OCID): ocids-h6vhtk-04d49d

Published 21 February 2025, 3:03pm

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

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

Carmarthenshire County Council

County Hall

Carmarthen

SA31 1JP

#### **Contact**

Jackie Runacres

#### **Email**

[jrunacres@carmarthenshire.gov.uk](mailto:jrunacres@carmarthenshire.gov.uk)

#### **Telephone**

+44 1267234567

#### **Country**

United Kingdom

**NUTS code**

UKL14 - South West Wales

**Internet address(es)**

Main address

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

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0281](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0281)

**I.3) Communication**

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

<https://etenderwales.bravosolution.co.uk/home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk/home.html>

**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**

## Carmarthenshire Financial Wellbeing Support Service

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

- 75310000 - Benefit services

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

Services

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

Carmarthenshire County Council is developing a new Financial Wellbeing service to consist of two Lots, Lot 1 being the delivery of a flexible, person-centred advice and support service to enable individuals and their carers to manage their money effectively and maximise their income. This Lot includes the provision of advice and support on welfare benefits. Lot 2 will be the delivery of an independent, confidential, debt advice service to help people address their problems with debt.

### **II.1.5) Estimated total value**

Value excluding VAT: £1,054,546

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

CCC reserves the right to combine both Lots or to not award a Lot

## **II.2) Description**

### **II.2.1) Title**

Financial Wellbeing- Welfare Benefits and Income Maximisation

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 98000000 - Other community, social and personal services

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

NUTS codes

- UKL14 - South West Wales

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

LOT 1

Tier 1 - Specialist information, advice, and support for welfare benefit

Tier 2 - Income Maximisation, supporting people who are in receipt of maximum level welfare benefits but who require support to manage their personal budget

## **II.2) Description**

### **II.2.1) Title**

Financial Wellbeing- Debt Advice

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 98000000 - Other community, social and personal services

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

NUTS codes

- UKL14 - South West Wales

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

Debt Advice and Support

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Form of procedure**

Open procedure

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

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

Notice number: [2025/S 000-001855](#)

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

Date

26 March 2025

Local time

2:00pm

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

English, Welsh

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## Section VI. Complementary information

### VI.3) Additional information

To assist you in locating these opportunities on the BRAVO E Procurement System the project code is: project\_58396

As this is an Open procedure, Tenderers must ensure that all ITT questions are fully responded to. The following ITT Project codes may further assist you in locating the opportunities:

ITT Code: itt\_115382

Please also ensure you check the Attachments area for any documents/ information which may assist you with your submission or you are required to upload as part of your submission as per information contained within the tender pack.

Suppliers Instructions How to express interest in this Tender:

1. Register your company on the etenderwales portal (this is only required once)

- Browse to the eSourcing Portal: [www.etenderwales.bravosolution.co.uk](http://www.etenderwales.bravosolution.co.uk)
- Click the "Suppliers register here" link
- Enter your correct business and user details
- Note the username you chose and click "Save" when complete
- You will shortly receive an email with your unique password (please keep this secure)
- Agree to the terms and conditions and click "continue"

2. Express an Interest in the Project

- Login to the portal with the username/password
- Click the "ITTs Open to All Suppliers" link. (These are Invitation to Tender Documents open to any registered supplier)
- Click on the relevant ITT to access the content.
- Click the "Express Interest" button at the top of the screen

- This will move the ITT into your "My ITTs" page. (This is a secure area reserved for your projects only)
- Click on the ITT code, you can now access any attachments by clicking the ""Buyer Attachments" on the left hand side of the screen

### 3. Responding to the tender

- At the top of the screen you can choose to Create Response or Decline to Respond (please give a reason if declining)
- You can now use the Messages function on to communicate with the buyer and seek any clarification
- Note the deadline for completion, then follow the onscreen instructions to complete the ITT
- There may be a mixture of online & offline actions for you to perform (there is detailed online help available)

If you require any further assistance use the online help, or the BravoSolution help desk is available Mon - Fri (8am - 6pm) on:

- email: [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk)
- Phone: 0800 368 4850/ Fax: 020 7080 0480

Tenders or Requests to Participate must be sent to:

Official name:

[www.etenderwales.bravosolution.co.uk](http://www.etenderwales.bravosolution.co.uk)

Postal Address:

Carmarthenshire County Council will be conducting this procurement exercise through the Value Wales e-Tendering portal. This can be found at [www.etenderwales.bravosolution.co.uk](http://www.etenderwales.bravosolution.co.uk) , all information may be downloaded and returned through this channel.

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at [https://www.sell2wales.gov.wales/search/search\\_switch.aspx?ID=148058](https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=148058)

(WA Ref:148058)

The buyer considers that this contract is suitable for consortia.

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

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

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom