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Tender

## **Independent support and advice service contract for Council tenants.**

London Borough of Southwark

F02: Contract notice

Notice identifier: 2025/S 000-007027

Procurement identifier (OCID): ocids-h6vhtk-04e773

Published 21 February 2025, 5:11pm

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

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

London Borough of Southwark

Southwark Council, 160 Tooley Street

London

SE1 2QH

#### **Contact**

Ms Desrene Dennis

#### **Email**

[Desrene.Dennis@southwark.gov.uk](mailto:Desrene.Dennis@southwark.gov.uk)

#### **Telephone**

+44 2075255000

#### **Country**

United Kingdom

**Region code**

UK144 - Lewisham and Southwark

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

<https://procontract.due-north.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com>

**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**

Independent support and advice service contract for Council tenants.

Reference number

DN764785

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

- 75200000 - Provision of services to the community

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

Services

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

The independent support and advice service contract for Council tenants aims to empower and assist council tenants and tenant's and residents' association (TRAs) by offering comprehensive guidance and support. The service is designed to foster community cohesion, enhance tenant engagement and ensure transparency and accountability in financial and operational matters.

This service will help tenants shape the design and delivery of landlord services and hold the council accountable for the standard and quality of these services. This requires a consistent and continuous meaningful engagement with all residents to ensure their needs and aspirations inform housing policy and the strategic priorities of the housing department.

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

Value excluding VAT: £600,000

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

This contract is divided into lots: No

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

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

- 98000000 - Other community, social and personal services

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

NUTS codes

- UKI44 - Lewisham and Southwark

Main site or place of performance

The provision of services will be required within the London Borough of Southwark.

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

Southwark Council is looking to appoint a contractor to deliver the independent support and advice service contract for Council tenants. The organisation must operate within the UK's housing legislations including the Housing Act 1985, Landlord and Tenant Act 1985, Housing Act 1996 and the Social Housing (Regulation) Act 2023.

The key aspects of the work identified are in accordance with the specification detail are:

- Identifying areas without TRAs and working with residents to establish them, as well as running co-produced community events. The service also focuses on recruiting members to scrutiny panels, assisting with TRA budgets, accounts, and bookkeeping, and ensuring adherence to principles of equality, diversity, and inclusion. Supporting TRAs in producing newsletters and publicity materials, fundraising, and holding the Council accountable as a landlord. Additionally, the initiative addresses complaint resolution, measures the impact of resident engagement, and facilitates access to core funding and grants.
- Further support includes financial management, governance, and the role of TRAs. Providing representation in Council disputes and ensuring TRAs are well-supported and can effectively serve their communities.

### **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: £600,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

The contract is for an initial period of 24 months with an option to extend by a further 12 months.

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

Variants will be accepted: No

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

Options: Yes

Description of options

The contract can be extended up to a further 12 months.

#### **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: Yes

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

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

Date

25 March 2025

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 March 2025

Local time

12:00pm

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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**

The Royal Court of Justice (High Court)

Strand

London

WC2A 2LL

Country

United Kingdom