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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

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

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

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

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