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Tender

## **Provision of a Financial Well-Being and Debt Advice Service**

Newcastle-under-Lyme Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-007717

Procurement identifier (OCID): ocds-h6vhtk-03b389

Published 16 March 2023, 3:03pm

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

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

Newcastle-under-Lyme Borough Council

Castle House, Barracks Road

Newcastle-under-Lyme

ST5 1BL

#### **Contact**

Gillian Taylor

#### **Email**

[gillian.taylor@newcastle-staffs.gov.uk](mailto:gillian.taylor@newcastle-staffs.gov.uk)

#### **Telephone**

+44 07500669657

#### **Fax**

+44 1782711032

**Country**

United Kingdom

**NUTS code**

UKG23 - Stoke-on-Trent

**Internet address(es)**

Main address

<http://www.newcastle-staffs.gov.uk/>

Buyer's address

[http://www.mytenders.org/search/Search\\_AuthProfile.aspx?ID=AA0592](http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA0592)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

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

<http://nulbc.mytenders.org/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://nulbc.mytenders.org/>

**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**

Provision of a Financial Well-Being and Debt Advice Service

Reference number

FW-B&DAS/GT/SS/03.2023

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

- 98000000 - Other community, social and personal services

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

Services

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

The Borough Council of Newcastle-under-Lyme is seeking an experienced provider to deliver a Financial Well-Being and Debt Advice in Newcastle-under-Lyme Borough to its residents. The Council's vision for the delivery of this service is:

"A service providing a creative and innovative service delivery offer"

"A service that is pro-active in reducing the financial problems of our residents"

"A service provision that is flexible and willing to adapt and change over time as necessary"

"A service that supports and develops partnership working in delivering the service"

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

Value excluding VAT: £262,500

#### **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

- UKG23 - Stoke-on-Trent

Main site or place of performance

Newcastle-under-Lyme, Staffordshire

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

The Borough Council of Newcastle-under-Lyme is seeking an experienced provider(s) to deliver a Financial Well-Being and Debt Advice in Newcastle-under-Lyme Borough to its residents. The Council and other local public sector organisations have funded debt/welfare/consumer advice for a number of years to ensure that the citizens of Newcastle have access to personal support and advice.

The Council now wishes as part of this tender, to explore delivery of a service for all residents within the borough responding to such equalities. The Council would welcome a service delivered by a single provider or a collaborative approach from interested providers.

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

Quality criterion - Name: A service providing a creative and innovative service delivery offer / Weighting: 25

Quality criterion - Name: A service that is pro-active in reducing the financial problems of our residents / Weighting: 15

Quality criterion - Name: A service provision that is flexible and willing to adapt and change over time as necessary / Weighting: 15

Quality criterion - Name: A service that supports and develops partnership working in delivering the service / Weighting: 15

Quality criterion - Name: A service that is working to become sustainable in the future / Weighting: 10

Price - Weighting: 20

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

Duration in months

18

This contract is subject to renewal

Yes

Description of renewals

Option to extend for a one year period

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

Variants will be accepted: No

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

Options: No

## **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 III. Legal, economic, financial and technical information**

## **III.1) Conditions for participation**

### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Experienced provider with qualified staff to provide the service.

### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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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

28 April 2023

Local time

5:00pm

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

English

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

Date

2 May 2023

Local time

10:00am

Place

Castle House, Barracks Road, Newcastle-under-Lyme, ST5 1BL

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

[https://www.mytenders.co.uk/Search/Search\\_Switch.aspx?ID=228424](https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=228424).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.mytenders.co.uk/sitehelp/help\\_guides.aspx](https://www.mytenders.co.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:228424)

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

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

Public Procurement Review Service

Cabinet Office

London

UK

Email

[publicprocurementreview@cabinetoffice.gov.uk](mailto:publicprocurementreview@cabinetoffice.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<http://www.newcastle-staffs.gov.uk/>

#### **VI.4.2) Body responsible for mediation procedures**

Royal court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom