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Tender

Information and Advice for Unpaid Carers and People with Disabilities

West Lothian Council

F02: Contract notice

Notice identifier: 2026/S 000-008513

Procurement identifier (OCID): ocds-h6vhtk-06131c

Published 30 January 2026, 2:29pm

Section I: Contracting authority

I.1) Name and addresses

West Lothian Council

West Lothian Civic Centre, Howden South Road

Livingston

EH54 6FF

Email

hayleigh.valentine@westlothian.gov.uk

Telephone

+44 1506281814

Fax

+44 1506281325

Country

United Kingdom

NUTS code

UKM78 - West Lothian

Internet address(es)

Main address

<https://www.westlothian.gov.uk/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00140

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

<https://www.publictenderscotland.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictenderscotland.publiccontractsscotland.gov.uk/>

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

Information and Advice for Unpaid Carers and People with Disabilities

Reference number

CC14604

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

There is a statutory requirement under Section 34 of the Carers (Scotland) Act 2016 (the Act), for local authorities to establish and maintain, or ensure the establishment and maintenance of an information and advice service for relevant Carers. A new contract is required to ensure that an information advice and support service is provided to all unpaid carers and people with disabilities. The service will be provided to all residents of West Lothian who are carers or have disabilities. The service can be accessed on direct access basis or via referral from Social Work or other third sector organisations.

II.1.5) Estimated total value

Value excluding VAT: £2,200,000

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

- UKM78 - West Lothian

II.2.4) Description of the procurement

There is a statutory requirement under Section 34 of the Carers (Scotland) Act 2016 (the Act), for local authorities to establish and maintain, or ensure the establishment and maintenance of an information and advice service for relevant Carers. A new contract is required to ensure that an information advice and support service is provided to all unpaid carers and people with disabilities. The service will be provided to all residents of West Lothian who are carers or have disabilities. The service can be accessed on direct access basis or via referral from Social Work or other third sector organisations.

II.2.5) Award criteria

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

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Contract may be extended by up to a further 24 months in total.

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

II.2.14) Additional information

Providers must score 60% or above of the total quality score available in order to pass the technical questionnaire section.

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

N/A

III.1.2) Economic and financial standing

List and brief description of selection criteria

With reference to SPD Q4B.1.1; In compliance with the Procurement (Scotland) Regulations 2016 selection criteria 10(9); Bidders are required to have a minimum general yearly turnover of 500,000 GBP for the last 3 years. Where the bidder is able to provide evidence, this shall be marked as a Pass.

Where the bidder is not able to provide evidence, this shall be marked as a Fail. However, the council may, at its discretion, consider supporting evidence to satisfy risk mitigation in relation to this contract where this has not been met.

With reference to SPD Q4B.5.1a/b; It is a requirement of this contract that bidders hold, or can commit to obtain prior to the commencement of any subsequently awarded contract, the types and levels of insurance indicated below:

Minimum level(s) of standards possibly required

Employers Liability 10,000,000 GBP (Ten Million)

Professional Indemnity 2,000,000 GBP (Two Million)

Public liability 5,000,000 GBP (Five Million)

III.1.3) Technical and professional ability

List and brief description of selection criteria

With reference to SPD Q4C.1.2; Bidders are required to provide evidence of having the necessary capacity and capability to deliver the requirement as described in the tender documentation.

Bidders are required to provide details of contracts they have delivered for the provision of an unpaid carers and disabled persons information, advice and support service to meet

the technical and professional ability criteria set out in the procurement documents (Service Specification, Contract Notice, and Invitation to Tender). The experience provided should be for contracts of a similar value, size and scope. For the avoidance of doubt the proposed contract has a value of 440,000 GBP per annum delivering a minimum of 5000 instances of support per annum. Examples from both public and/or private sector customers and clients may be provided.

Examples must provide detailed description of services provided, the value of the contract and information of the number of people supported.

If you cannot provide at least one example, in no more than 500 words please provide an explanation for this and evidence how you meet the professional and technical requirements and have the ability to provide the services set out in the procurement documents.

Where the bidder is able to provide the correct level of evidence, this shall be marked as a Pass.

Where the economic operator is not able to provide evidence, this shall be marked as a Fail. However, the council may at its discretion consider supporting evidence to satisfy risk mitigation in relation to this contract where this has not been met.

Where there is doubt as to the evidence provided, the contracting authority may request suitable references from contracts previously performed.

For consortium bids, or where you intend to rely on a subcontractor in order to meet the technical and professional ability, you must provide relevant examples of where the consortium/subcontractors have delivered similar requirements.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Bidders are required to meet and comply with the requirements of the specification. Bidders are required to hold and provide copies of an Adult Protection Policy and a Child Protection Policy. Copies of these are requested within the Technical Envelope on PCS-Tender, failure to provide these may result in your tender being rejected.

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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

16 February 2026

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

16 February 2026

Local time

12:00pm

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

In compliance with provisions 74 - 76 of the Public Contracts (Scotland) Regulations 2015 for the Award of contracts for social and other specific services, the Council is utilising the flexibility offered to reduce the timescales whilst complying with general principles of equal treatment and transparency.

There will be no price evaluation for this tender, and bidders will not be required to complete any pricing schedule.

In accordance with Section 67 (5) of the Public Contracts (Scotland) Regulations (5) i.e. the cost element may also take the form of a fixed price or cost on the basis of which economic operators will compete on quality criteria only whereby price is fixed. Those bidders who are prepared to accept the fixed rate of GBP 440,000 per annum will be awarded 10%. Any bidder who is not prepared to accept this rate will be awarded 0%.

Police Scotland will be consulted with regards to Serious and Organised Crime checks. Any links to this type of activity may cause your tender to be rejected.

Re: ESPD Q2B, complete information for all company directors, using home address.

TUPE – The incoming Contractor is responsible for obtaining legal and professional advice about relevant TUPE implications.

CONFIDENTIALITY - All information supplied by the Authority must be treated in confidence and not disclosed to third parties except

insofar as this is necessary to obtain sureties or quotations for the purpose of submitting the tender. All information supplied by you to the

Authority will similarly be treated in confidence except:

(i) for any information required to be disclosed or otherwise provided by the Authority to any person in order to comply with the Freedom of

Information (Scotland) Act 2002 and any codes of practice applicable from time to time relating to access to public authorities' information.

The Tenderer shall co-operate, facilitate, support and assist the Authority in the provision of this information. In the event the Authority is required to provide information to any person as a result of a request made to it under such Act and/or codes, the Authority shall adhere to the requirements of such Act and/or codes in disclosing information relating to this Agreement, the Project documents and the Contractor.

(ii) that references may be sought from banks, existing or past clients, or other referees submitted by the tenderers;

(iii) for the disclosure of such information with regard to the outcome of the procurement process as may be required to be published in the

Supplement to the Official Journal of the European Union in accordance with EU directives or elsewhere in accordance with the requirements of UK government policy on the disclosure of information relating to government contracts.

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 31049. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:
<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

Community benefits are included in this requirement. For more information see:
<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Please Note: Community Benefits will be evaluated for this procurement procedure and will form 5% of the overall award criteria. More information can be found on the council's website.

(SC Ref:821777)

VI.4) Procedures for review

VI.4.1) Review body

Livingston Sheriff Court

Howden South Road

Livingston

EH54 6FF

Country

United Kingdom