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Contract

Provision of Independent Advice and Development Support to customers in South Lanarkshire

South Lanarkshire Council

F03: Contract award notice

Notice identifier: 2025/S 000-008902

Procurement identifier (OCID): ocds-h6vhtk-049bf7

Published 12 March 2025, 10:04am

Section I: Contracting authority

I.1) Name and addresses

South Lanarkshire Council

Council Headquarters, Almada Street

Hamilton

ML3 0AA

Contact

Irene Peacock

Email

irene.peacock@southlanarkshire.gov.uk

Country

United Kingdom

NUTS code

UKM95 - South Lanarkshire

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00410

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Independent Advice and Development Support to customers in South Lanarkshire

Reference number

SLC/HT/23/291

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.1.4) Short description

South Lanarkshire Council wish to procure a service to provide independent impartial advice and guidance to support and help advance customer participation in South Lanarkshire, including in-person and online meetings with tenants and the Council, support via phone calls and email, sharing paperwork, and delivering presentations and training.

The service provider will be expected to develop and implement a workplan agreed between the Council and tenant representatives with clear tasks, timescales, responsibilities, methods, and outcomes.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £256,639

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM95 - South Lanarkshire

Main site or place of performance

South Lanarkshire Council

II.2.4) Description of the procurement

Procurement will be conducted via the Open Tendering procedure and the ITT will be published in Public Contracts Scotland Tender (PCST).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Quality Award Criteria listed below:

Service Delivery

Implementation / Mobilisation Plan

Staff Resources

Performance Monitoring and Reporting

Community Benefits

Fair Work First

Sustainability

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-029889](#)

Section V. Award of contract

Contract No

SLC/HT/23/291

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

27 November 2024

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Tenants Information Service

Clockwise, Savoy Tower 77 Renfrew Street

Glasgow

G2 3BZ

Telephone

+44 1412481242

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £256,639

Section VI. Complementary information

VI.3) Additional information

SPD Question 2.C.1 Reliance on the capacities of other entities

Bidders are required to complete a full SPD for each of the entities whose capacity they rely upon

SPD Question 2.D.1 Subcontractors on whose capacity the bidder does not rely

Bidders are required to complete a shortened version of the SPD for each Subcontractor on whose capacity the bidder does not rely on.

Exclusion Criteria

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.

SPD Questions 3A – 3C have been identified as mandatory exclusion grounds and SPD Questions 3D have been identified as discretionary exclusion grounds. All the exclusion grounds will be assessed on a PASS/FAIL basis. For the mandatory exclusion grounds a bid will be excluded where the bidder fails to provide either a positive response or to provide details to the satisfaction of the Council of the self cleansing measures undertaken. For the discretionary exclusion grounds a bid may be excluded where the bidder fails to provide either a positive response or if the Council is not satisfied as to the self cleansing measures undertaken.

Declarations and Certificates

In an open tendering procedure prior to any award being made the successful bidder will provide the undernoted certificates, declarations and/or completed questionnaires to evidence their compliance with the relevant questions within the Qualification Envelope.

All certificates, declarations and questionnaires can be found within the Attachment area of PCS-T.

SPD Question 2D.1 Prompt Payment Certificate

SPD Questions 3A.1 to 3A.8 Serious and Organised Crime Declaration

SPD Question 3A.6 Modern Slavery Act 2015 Declaration

SPD Question 3D.11 Non-Collusion Certificate

SPD Question 4B.4 Fully Audited Accounts for Previous 2 Years

SPD Question 4B.5.1 Insurance Certificates

SPD Question 4D.1 Quality Assurance Accreditations

Declaration Section Form of Offer to Tender

Declaration Section SOC Protocol Form (if required)

*The 'Form of Offer to Tender' must be completed and uploaded within the relevant question in the Commercial Envelope.

In the case of an open tender, the other Declarations listed above will not be required to be uploaded and submitted with the bid, but will instead be requested by the Council following the conclusion of the evaluation of the Qualification, Technical and Commercial Envelopes and prior to the award of the tender.

(SC Ref:785593)

VI.4) Procedures for review

VI.4.1) Review body

Hamilton Sheriff Court

Sheriff Court House, 4 Beckford Street,

Hamilton

ML3 0BT

Email

hamiltoncivl@scotcourts.gov.uk

Country

United Kingdom

Internet address

www.scotcourts.gov.uk

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Please note, the alternative review body to the local Sheriff Court detailed in VI.4.1 is:

Court of Session

Parliament House

Parliament Square

Edinburgh

EH1 1RQ

+44 1312252595

supreme.courts@scotcourts.gov.uk