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Contract

## **Westminster Advice Service Partnership**

Westminster City Council

F03: Contract award notice

Notice identifier: 2026/S 000-012111

Procurement identifier (OCID): ocds-h6vhtk-049b4c

Published 10 February 2026, 4:35pm

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

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

Westminster City Council

64 Victoria Street

London

SW1E 6QP

#### **Email**

[tenders@westminster.gov.uk](mailto:tenders@westminster.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI32 - Westminster

#### **Internet address(es)**

Main address

<https://wcc.ukp.app.jaggaer.com>

Buyer's address

[www.westminster.gov.uk](http://www.westminster.gov.uk)

#### **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**

Westminster Advice Service Partnership

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

- 79140000 - Legal advisory and information services

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

Services

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

The Westminster Advice Service Partnership provides advisory services to support residents with; claiming benefits, debt problems, housing applications and challenges, energy support and planning applications.

It includes telephone and online support, face to face appointments, drop-in sessions, and a referral network to cross refer between agencies.

Areas of advisory focus include; welfare benefits, debt (including advice on switching energy suppliers and issuing of Debt Relief Orders), employment advice (not employability advice), housing (any issues related), managing and borrowing money, information and advice on income maximisation through finance advice, immigration to OISC level 1 and 2, energy advice and other advice specific to priority care groups.

The service will consist of the following components and will be delivered across three levels. All levels will be expected to be accessible to all service users:

Information (Level One) - An information service gives clients the information they need, for them to know and do more about their situation. It can include signposting, providing factual information about the role of another organisation, and/or how to find or contact that organisation. Responsibility for taking any further action rests with the client.

Advice (Level Two) - An advice service involves: a diagnosis of the client's enquiry and the issues involved, giving information and explaining options, identifying further action the client can take, and some assistance: e.g. contacting third parties to seek information; filling in forms. This would usually be completed with one interview although there may be some follow-up work. The client would take responsibility for any further action.

Advice with Casework (Level Three) - Some advice with casework service includes all the elements of an advice service previously listed and also involves taking action on behalf of the client to move the case on. It could include negotiating on behalf of the client with third parties on the telephone, by letter or face-to-face. It will usually involve follow-up work and the adviser would take responsibility for this.

#### **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: £14,877,698

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

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

- 75210000 - Foreign affairs and other services
- 98113000 - Services furnished by specialist organisations

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

NUTS codes

- UKI32 - Westminster

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

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Contract term of five and a half years, and two two-year allowable extensions (5.5+2+2).

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

Price

#### **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 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 000-039919](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 September 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 3

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Westminster Citizens Advice Bureau

London

Country

United Kingdom

NUTS code

- UKI32 - Westminster

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Groundwork London

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Asylum Aid

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Age UK Westminster

London

Country

United Kingdom

NUTS code

- UKI32 - Westminster

The contractor is an SME

Yes

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

Total value of the contract/lot: £14,877,698

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## **Section VI. Complementary information**

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

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

The High Court of Justice

The Royal Court of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom