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Contract

## **Wirral Information and Advice Service**

Wirral Borough Council

F03: Contract award notice

Notice identifier: 2024/S 000-012621

Procurement identifier (OCID): ocids-h6vhtk-0403f2

Published 18 April 2024, 10:23am

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

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

Wirral Borough Council

Marriss House, 3rd Floor South Wing Hamilton Street

Birkenhead

CH41 5AL

#### **Contact**

Ms Georgina Holsgrove

#### **Email**

[georginaholsgrove@wirral.gov.uk](mailto:georginaholsgrove@wirral.gov.uk)

#### **Telephone**

+44 1516663841

#### **Country**

United Kingdom

**Region code**

UKD74 - Wirral

**Internet address(es)**

Main address

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

Buyer's address

<http://www.wirral.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**

Wirral Information and Advice Service

Reference number

DN684617

**II.1.2) Main CPV code**

- 85000000 - Health and social work services

**II.1.3) Type of contract**

Services

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

The information and advice service will support local people to access the right information or advice relating to their wellbeing, care and support needs.

Good information (which is current, relevant and accurate) is essential for all adults and their relatives who need or may need support in order to know their rights and to live independently. Good information should help people with support needs and carers make informed choices, enable them to take control and help service users and carers to maintain their abilities, skills and independence well into the future.

The service will co-ordinate and deliver a wide range of information and advice to support local people to be as independent as possible, including supporting residents to:

- Manage their finances and experience less poverty, homelessness and hardship.
- Make informed personal choices about how to help themselves or how to access support.
- Prevent them from needing more intensive support
- Increase confidence in the use of digital technology (to support access to advice and information)

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

Lowest offer: £7,000,000 / Highest offer: £7,000,000 taken into consideration

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

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

NUTS codes

- UKD74 - Wirral

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

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

Quality criterion - Name: Quality / Weighting: 65

Price - Weighting: 25

#### **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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-028407](#)

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

### **Contract No**

DN684617

A contract/lot is awarded: Yes

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

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

22 December 2023

#### **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: 0

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**

Wirral Citizens Advice Bureau Limited

Haymarket Conway, Conway Street

Birkenhead

CH41 5HS

Country

United Kingdom

NUTS code

- UKD74 - Wirral

The contractor is an SME

Yes

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

Total value of the contract/lot: £6,999,925.20

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## **Section VI. Complementary information**

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

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

The royal courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom