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Tender

Housing Advice / Advocacy Service

North Ayrshire Council

F02: Contract notice

Notice identifier: 2024/S 000-013557

Procurement identifier (OCID): ocds-h6vhtk-0445cb

Published 26 April 2024, 10:49am

Section I: Contracting authority

I.1) Name and addresses

North Ayrshire Council

Cunninghame House, Friars Croft

Irvine

KA12 8EE

Email

raymondhamilton@north-ayrshire.gov.uk

Country

United Kingdom

NUTS code

UKM93 - East Ayrshire and North Ayrshire mainland

Internet address(es)

Main address

<http://www.north-ayrshire.gov.uk>

Buyer's address

http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00337

I.3) Communication

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

<https://www.publictendersscotland.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.publictendersscotland.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

Housing Advice / Advocacy Service

Reference number

NAC/5184

II.1.2) Main CPV code

- 75123000 - Administrative housing services

II.1.3) Type of contract

Services

II.1.4) Short description

North Ayrshire Council requires the provision of an independent advice, advocacy and information service across North Ayrshire to enhance the existing in-house provision and ensure the Council meets its statutory obligations. There is likely to be an increasing need for advocacy as indicated by an aging population and levels of deprivation.

II.1.5) Estimated total value

Value excluding VAT: £227,253

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 70333000 - Housing services
- 75123000 - Administrative housing services

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

II.2.4) Description of the procurement

North Ayrshire Council (the Council) provides advice and information to prevent homelessness and to assist homeless households to understand their rights, by providing an accredited in-house advice service within the Housing Services Homeless Advice Team (HAT). This free advice service is available to anyone over the age of 16 and is tailored to meet to individual needs and circumstances.

Delivery of an independent advice, advocacy and information service across North Ayrshire is required to enhance the existing in-house provision and ensure the Council meets its statutory obligations. There is likely to be an increasing need for advocacy as indicated by an aging population and levels of deprivation.

As part of the latest Homelessness and Rough Sleeping Action Group (HARSAG) recommendations, the service should ensure communication is accessible to everyone to obtain advocacy.

II.2.5) Award criteria

Quality criterion - Name: Organisational Structure / Weighting: 5%

Quality criterion - Name: Promoting Service / Weighting: 10%

Quality criterion - Name: Methodology / Weighting: 20%

Quality criterion - Name: Mobilisation / Weighting: 5%

Price - Weighting: 60%

II.2.6) Estimated value

Value excluding VAT: £227,253

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

Duration in months

12

This contract is subject to renewal

Yes

Description of renewals

Option to extend for up to an additional 24 months

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

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

Where it is required, within a bidder's country of establishment they must confirm which authorisation or memberships of the relevant organisation(s) are required in order to perform this service.

Bidders must confirm if they hold the particular authorisation or memberships

III.1.2) Economic and financial standing

List and brief description of selection criteria

Bidders will be required to have a minimum yearly "specific" turnover of (151,502)GBP for the last 3 years in the business area covered by the contract.

If this information or the clarifications are not satisfactory, the bidder will be excluded from the tender process.

Bidders who cannot meet the required level of turnover will be excluded from this tender.

Where turnover information is not available for the time period requested, the bidder will be required to state the date which they were set up or started trading.

It is a requirement of this contract that bidders hold, or can commit to obtain prior to the commence of any subsequently awarded contract, the types and levels of insurance indicated below:

Employer's (Compulsory) Liability Insurance = [5,000,000]GBP in respect of any one event

<http://www.hse.gov.uk/pubns/hse40.pdf>

Public Liability Insurance [5,000,000]GBP in respect of any one event

III.1.3) Technical and professional ability

List and brief description of selection criteria

Bidders are required to provide 2 examples of services carried out in the past 3 years that

demonstrates they have the relevant experience to deliver the services described in the Contract Notice. The services must be of a similar value, size and scope. Unsatisfactory experience will result in exclusion from the tender process.

Bidders must also provide 2 satisfactory references for the same 2 contracts on the reference templates provided. References should be completed and signed by previous customers for contracts of a similar value, size and scope. If any of the referees score the bidder less than 2 the bidder will be excluded from the tender process.

Completed experience and reference templates must be zipped and uploaded at question 4C.1 of the qualification envelope.

Bidders are required to confirm that all managers and staff members delivering information, advice and advocacy must be

compliant with the Scottish National Standards for Information and Advice Providers and accredited to type 3.

Bidders are required to confirm whether they intend to subcontract and, if so, for what proportion of the contract.

Bidders who intend to subcontract more than 25% to any individual organisation must ensure the SPD (Scotland) - Subcontractors Supplier Response is completed and uploaded at question 2D.1.2 of the qualification envelope.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

The Council shall monitor and review the overall operation of this Contract and the performance of the Provider through the completion of the above monthly performance monitoring report.

A contract management meeting can be called at any time in response to concerns raised by the referring officers, the Provider or Service Users, however these are anticipated to be on a monthly or quarterly basis.

The Provider must regularly review their work against the aims and objectives of this contract and make the results of these reviews accessible to the Council at least once a year.

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 000-007095](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

28 May 2024

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

28 May 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 6 months prior to expiry of this contract

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

Lots are not being used for this tender for the reason(s) stated below:

Nature of the contract not suitable for lots.

Quality Management Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent) or a documented policy regarding quality management, see attachment at SPD question 4D.1.

Health and Safety Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with ISO 45001 (or equivalent) or have, within the last 12 months, successfully met the assessment requirements of a construction-related scheme in registered membership of the Safety Schemes in Procurement (SSIP) forum or the bidder must have a regularly reviewed and documented policy for Health and Safety management, see attachment at SPD question 4D.1.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 26630. For more information see:

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

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:

Community benefits will be required on a voluntary basis for:

- Employment
- Employability & Skills
- SMEs
- TSOs
- Education
- Community Wish List (<http://northayrshire.community/community-benefits-wishlist-application-form/>)

(SC Ref:764810)

VI.4) Procedures for review

VI.4.1) Review body

Kilmarnock Sheriff Court

Sheriff Court House, St Marnock Street

Kilmarnock

KA1 1ED

Telephone

+44 1563550024

Country

United Kingdom

Internet address

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