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Contract

Universal Information and Advice Service

Cheshire East Borough Council

F03: Contract award notice

Notice identifier: 2024/S 000-013739

Procurement identifier (OCID): ocds-h6vhtk-040ef3

Published 29 April 2024, 1:36pm

Section I: Contracting authority

I.1) Name and addresses

Cheshire East Borough Council

Westfields, Middlewich Road

Sandbach

CW11 1HZ

Contact

Ms Tracy Roberts

Email

tracy.roberts@cheshireeast.gov.uk

Telephone

+44 1270686973

Country

United Kingdom

Region code

UKD62 - Cheshire East

Internet address(es)

Main address

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

Buyer's address

<http://www.cheshireeast.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

Universal Information and Advice Service

Reference number

DN685505

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

The Provider will offer a free to access, financially related, Universal Information and Advice service that is available to all residents of Cheshire East. The service will be accessible through a number of channels including face to face, telephone, email and online. As residents are regularly presenting with complex needs that cover multiple issues, there will be a clear single pathway to access the service to ensure that residents needs are assessed appropriately.

Following initial contact, the Provider will assess the resident's issue(s) and if the issue is straightforward and can be dealt with during the initial contact they should do so, if not they will then offer further appointments to provide more time to resolve the resident's issue(s). Referrals received from referring partners will need to be triaged and prioritised to support those in greatest need first.

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: £1,635,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD62 - Cheshire East

II.2.4) Description of the procurement

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Following initial contact, the Provider will assess the resident's issue(s) and if the issue is straightforward and can be dealt with during the initial contact they should do so, if not they will then offer further appointments to provide more time to resolve the resident's issue(s). Referrals received from referring partners will need to be triaged and prioritised to support those in greatest need first.

The universal information and advice service will:

“Provide timely, impartial and high quality support to residents in Cheshire East that require

independent, financially related advice and information.”

Overall aims and purpose of the service

- Cheshire East Council is committed to building financial resilience and inclusion by supporting some of the most vulnerable residents in the borough, and the wider challenges that they may be encountering.
- The Provider will provide a financially related Universal Information and Advice service to all residents of Cheshire East. The service will be accessible via a single point of access to ensure residents needs are assessed appropriately.

The information and advice service should be:

- o free
- o independent
- o confidential
- o impartial
- o problem-solving
- o accessible through a variety of channels including face to face, telephone and online.
- The service will help those accessing the service to clearly understand information, secure their rights and support them to make informed decisions about any financially related issues that they may have.
- The service must be available and accessible to those in greatest need and appropriate for people with a physical disability, mental health problems or a learning disability. The service should prioritise residents with the highest level of needs. This will include residents that have been referred by the Council’s adult social care team, benefits and housing teams.

- The service should locate its main provision in the two main towns of Crewe and Macclesfield, with outreach delivery in the eight care community areas and make use of the Connected Community Social Franchise centres, libraries and relevant partner locations

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

The initial term is 36 months. There are options to extend the contract of 2 x 12 month periods at the discretion of the Council. Notice of the Council's intention to extend will be provided in writing as per the terms and conditions

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 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: [2023/S 000-031507](#)

Section V. Award of contract

Contract No

C1137

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 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: Yes

V.2.3) Name and address of the contractor

CHESHIRE EAST CITIZENS ADVICE BUREAU NORTH

Sunderland House, Sunderland St

Macclesfield

SK11 6JF

Country

United Kingdom

NUTS code

- UKD62 - Cheshire East

The contractor is an SME

No

V.2.3) Name and address of the contractor

CHESHIRE EAST CAB LTD

GROUND FLOOR DELAMERE HOUSE, CHESTER STREET

CREWE

CW1 2BE

Country

United Kingdom

NUTS code

- UKD62 - Cheshire East

The contractor is an SME

No

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

Total value of the contract/lot: £1,635,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

LONDON

Country

United Kingdom