

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/013739-2024>

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](mailto: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**

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.

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**

CESHIRE 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