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Contract

7000000

capitalEsourcing

F03: Contract award notice

Notice identifier: 2024/S 000-014752

Procurement identifier (OCID): ocds-h6vhtk-03f4fb

Published 8 May 2024, 4:56pm

Section I: Contracting authority

I.1) Name and addresses

capitalEsourcing

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London

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Email

procurement@rbkc.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.capitalesourcing.com

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

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II.1.2) Main CPV code

- 75200000 - Provision of services to the community

II.1.3) Type of contract

Services

II.1.4) Short description

The Royal Borough of Kensington and Chelsea (RBK&C) Council has awarded this contract to a suitably experienced and qualified IAG provider to provide:

- A borough wide year-round Information, Advice and Guidance (IAG) Service which is suitable tailored towards the diverse of different residents. The Service should be personalized and holistic, coordinated and systems based, triaged and integrated with a single point of access.
- IAG should be high quality, accurate and timely and essential for early intervention and prevention of escalation around issues which lead to eviction, unemployment and hospitalization.
- IAG should be targeted towards crisis prevention and seeking to reduce the systemic barriers people can face when accessing advice services.

The service provider will act as a strategic partner to the Council to help drive forward change and embed new approaches to support the delivery of strategic priorities.

The service provider will use a whole systems approach for the provision of independent and unbiased advocacy advice will be specialist and culturally specific to meet the needs of a diverse community.

The service provide will help to maximise resident's independence to prevent an over reliance and dependency on more intensive care and support, as well as dependence on other statutory services. The service will need to be accessible for a minimum of five days

each week, excluding weeks containing public holidays.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Information, Advice and Guidance (IAG) Provision

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Cost criterion - Name: Price / Weighting: 20

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 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 000-024251](#)

Section V. Award of contract

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

-

Not applicable

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

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Not applicable

Country

United Kingdom