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Contract

Acute Financial Inclusion Services

NHS Greater Glasgow and Clyde

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2025/S 000-016379

Procurement identifier (OCID): ocds-h6vhtk-04d5e6

Published 23 April 2025, 9:16am

Section I: Contracting authority

I.1) Name and addresses

NHS Greater Glasgow and Clyde

Procurement Department, Glasgow Royal Infirmary, 84 Castle Street

Glasgow

G4 0SF

Contact

Brian Roach

Email

Brian.Roach2@nhs.scot

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

<http://www.nhsggc.scot/about-us/procurement/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10722

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Acute Financial Inclusion Services

Reference number

GGC0899

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Greater Glasgow and Clyde wish to commission the delivery of a financial inclusion service to support patients to maximise income, reduce household expenditure and debt to alleviate money worries.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £220,000

II.2) Description

II.2.1) Title

Acute Financial Inclusion Services

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow Royal Infirmary and Queen Elizabeth University Hospitals

II.2.4) Description of the procurement

NHS Greater Glasgow and Clyde wish to develop an Acute Site Financial Inclusion Service Procurement Framework with external providers for the delivery of financial inclusion services to support patients to maximise income, reduce household expenditure and debt alleviate money worries. An Acute Site Financial Inclusion Service which will focus on addressing immediate financial issues to prevent or alleviate crisis and to work to mitigate the potential for these issues to negatively impact on the client's health status. The services will not offer lengthy casework support on site but will identify the clients' financial needs, put in place immediate financial support (such as access to relevant grants and hardship funds; eligibility for social security benefits; support with food and home energy and other needs as appropriate) and connect clients with appropriate sources of support in their local community to ensure ongoing issues are supported through to resolution.

The target population for the service will be patients; carers/ families; and NHSGGC staff. Consideration on how best to target groups who are most vulnerable, in discussion with NHSGGC, is required.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Mental Health Acute Financial Inclusion Service

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City
- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

Gartnavel Hospital Campus and Leverndale Hospital

II.2.4) Description of the procurement

NHS Greater Glasgow and Clyde wish to commission the delivery of a financial inclusion service to support patients to maximise income, reduce household expenditure and debt to alleviate money worries. It is proposed that the service will be delivered weekly at Leverndale and Gartnavel Hospital Campus, co-located within Mental Health Acute and supporting approximately 48 referrals per quarter. The service will identify the clients' financial needs and aim to maximise income by initiating or progressing relevant benefit applications, appealing benefit decisions, offering debt advice and support and seeking support with food and home energy as may be appropriate

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) Form of procedure

Open procedure

IV.1.11) Main features of the award procedure

See Service Specification provided at

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

All of the above mandatory requirements must be met in order to deliver Acute Financial Inclusion Services. NHSGGC wish to support the development of financial inclusion organisations to meet these requirements and invites tenders from organisations who may require further training/ support to fulfil some requirements but can demonstrate the criteria in Section 1 as a minimum.

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-002459](#)

Section V. Award of contract

Lot No

1

Title

Acute Financial Inclusion Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 April 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

V.2.3) Name and address of the contractor

GEMAP Scotland Ltd

69 Aberdalgie Road, Easterhouse

Glasgow

G34 9HJ

Telephone

+44 1417735850

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £200,000

Section V. Award of contract

Lot No

2

Title

Mental Health Acute Financial Inclusion Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 April 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

V.2.3) Name and address of the contractor

Money Matters Money Advice Centre

Orkney Street Enterprise Centre, Unit 1, 18-20 Orkney Street

Glasgow

G51 2BX

Telephone

+44 1414455221

Fax

+44 1414457618

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

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

Total value of the contract/lot: £20,000

Section VI. Complementary information

VI.3) Additional information

With reference to SPD question 4B.4, tenderers are required to state the value for the following financial ratio):

Current Ratio (Liquidity Ratio)

(Total current assets divided by total current liabilities)

The acceptable range for this financial ratio is:

>0.99

Tenderers should be able to provide 2 years financial accounts when requested by NHSGGC

With reference to SPD question 4B.4, tenderers are required to state the value for the following financial ratio):

Net Profit Margin

(Net profits divided by revenue x 100)

The acceptable range for this financial ratio is

0 or higher

Tenderers should be able to provide 2 years financial accounts when requested by NHSGGC Please note: Organisations with Charitable Status are not required to provide a response to this question

Technical and Professional Ability

With reference to SPD question 4C.1.2 Tenderers are required to provide examples that demonstrate they have the relevant experience to deliver the service. Examples must be from within the last 3 years. You should use the attached template to provide 2 examples that demonstrates experience that is relevant to this procurement exercise. Your completed response should be no more than 2 pages of A4. The completed response should be uploaded to question 4C.1.2. This is pass/fail question. If examples are not provided, this will result in a fail. If the examples provided do not demonstrate the required level of experience, this will result in a fail.

Minimum level(s) of standards required:

With reference to SPD question 4D.1, Bidders must evidence a regularly reviewed and documented policy for Health and Safety (H&S) management endorsed by the Chief Executive Officer, or equivalent. The policy must be relevant to the nature and scale of the work and set out responsibilities for H&S management at all levels within the organisation. The policy must be relevant to the nature and scale of

your operations and set out your company's responsibilities of health and safety management and compliance with legislation. This is a pass/fail question. Failure to evidence your policy will result in your tender being rejected. Failure to evidence a policy that meets the requirements will result in your tender being rejected.

With reference to SPD question 4D.1, Bidders should hold and evidence or commit to obtain, within 6 months of the contract start date, a whistleblowing policy consistent with the National Whistleblowing Standards that can be found at the following link:

<https://inwo.spsso.org.uk/national-whistleblowing-%20standards>

(SC Ref:796921)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

1 Carlton Place

Glasgow

G5 9DA

Country

United Kingdom