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Planning

## **Social Welfare Advice Service**

London Borough of Hounslow

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-017143

Procurement identifier (OCID): ocids-h6vhtk-03d6e5

Published 16 June 2023, 10:35am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

London Borough of Hounslow

Hounslow House, Bath Road, Hounslow

London

TW3 3EB

#### **Contact**

Miss Tracey Williams

#### **Email**

[tracey.williams@hounslow.gov.uk](mailto:tracey.williams@hounslow.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI75 - Hounslow and Richmond upon Thames

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Social Welfare Advice Service

Reference number

DN674064

#### **II.1.2) Main CPV code**

- 75000000 - Administration, defence and social security services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The London Borough of Hounslow, will shortly be preparing its procurement strategy to identify the most appropriate route to market for the delivery of Social Welfare Advice Service.

Hounslow Council is conducting a market engagement exercise for the recommission of the Social Welfare Advice Service, an independent, confidential and free advice and support service that helps Hounslow residents solve their social welfare problems (in relation to welfare benefits, debt, housing, employment, consumer issues, family and relationships, discrimination and immigration).

This Prior Information Notice (PIN) is an opportunity for potential bidders to identify their capacity to deliver this service.

The London Borough of Hounslow is keen to engage with potential providers, any potential provider interested in engaging with Hounslow should complete the market engagement questionnaire available on the London Tenders portal

<https://procontract.due-north.com/Advert?advertId=3fe93427-1209-ee11-8123-005056b64545> and submit by 13:00 on Wednesday 19th July 2023.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

### **II.2.3) Place of performance**

NUTS codes

- UKI75 - Hounslow and Richmond upon Thames

### **II.2.4) Description of the procurement**

Hounslow Council is conducting a market engagement exercise for the recommission of the Social Welfare Advice Service, an independent, confidential and free advice and support service that helps Hounslow residents solve their social welfare problems (in relation to welfare benefits, debt, housing, employment, consumer issues, family and relationships, discrimination and immigration).

The service will include casework and specialist representation, including representation at social security tribunals and administration of Debt Relief Orders.

The service should provide a range of access routes to social welfare advice and support, including face-to-face (in a range of localities across the borough of Hounslow), telephone and online and through both drop-in and booked appointments.

The service provider will need to demonstrate the following:

- Hold a recognised quality standard relevant to the provision of social welfare advice
- Have appropriate Professional Indemnity, Public Liability (third party) and Employer's Liability insurance
- Membership of a recognised national network of independent social welfare advice providers, including current members of the Advice Services Alliance such as AdviceUK, Age UK, Citizens Advice, Law Centres Network, Shelter and Youth Access
- Authorised by the Financial Conduct Authority to provide debt counselling and debt adjusting on a non-profit basis
- Able to support residents to apply for Debt Relief Orders

- Registered by the Office of the Immigration Services Commissioner to provide immigration advice at Level 1 or above
- Registered with the Information Commissioner's Office with appropriate data protection and information security measures in place, including Data Protection Policy, Privacy Statement and relevant data sharing agreements
- Relevant policies and procedures including Equality and Diversity, Confidentiality and Health and Safety Policies, Safeguarding Children and Vulnerable Adults Policy and holding Disclosure and Barring Service (DBS) certificates

The service will begin in April 2024.

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and submit by 13:00 on Wednesday 19th July 2023.

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

This contract is subject to renewal

Yes

Description of renewals

The initial contract will be for 2 years with the option to extend for a potential 2 further periods of 12 months each extension.

#### **II.3) Estimated date of publication of contract notice**

2 October 2023

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

