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Contract

Provision of a Financial Well-Being and Debt Advice Service

Newcastle-under-Lyme Borough Council

F03: Contract award notice

Notice identifier: 2023/S 000-017746

Procurement identifier (OCID): ocds-h6vhtk-03b389

Published 22 June 2023, 9:55am

Section I: Contracting authority

I.1) Name and addresses

Newcastle-under-Lyme Borough Council

Castle House, Barracks Road

Newcastle-under-Lyme

ST5 1BL

Contact

Gillian Taylor

Email

gillian.taylor@newcastle-staffs.gov.uk

Telephone

+44 07500669657

Fax

+44 1782711032

Country

United Kingdom

NUTS code

UKG23 - Stoke-on-Trent

Internet address(es)

Main address

<http://www.newcastle-staffs.gov.uk/>

Buyer's address

http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA0592

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Provision of a Financial Well-Being and Debt Advice Service

Reference number

FW-B&DAS/GT/SS/03.2023

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 Borough Council of Newcastle-under-Lyme is seeking an experienced provider to deliver a Financial Well-Being and Debt Advice in Newcastle-under-Lyme Borough to its residents. The Council's vision for the delivery of this service is:

"A service providing a creative and innovative service delivery offer"

"A service that is pro-active in reducing the financial problems of our residents"

"A service provision that is flexible and willing to adapt and change over time as necessary"

"A service that supports and develops partnership working in delivering the service"

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: £192,500

II.2) Description

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKG23 - Stoke-on-Trent

Main site or place of performance

Newcastle-under-Lyme, Staffordshire

II.2.4) Description of the procurement

The Borough Council of Newcastle-under-Lyme is seeking an experienced provider(s) to deliver a Financial Well-Being and Debt Advice in Newcastle-under-Lyme Borough to its residents. The Council and other local public sector organisations have funded debt/welfare/consumer advice for a number of years to ensure that the citizens of Newcastle have access to personal support and advice.

The Council now wishes as part of this tender, to explore delivery of a service for all residents within the borough responding to such equalities. The Council would welcome a service delivered by a single provider or a collaborative approach from interested providers.

II.2.5) Award criteria

Quality criterion - Name: A service providing a creative and innovative service delivery offer / Weighting: 25

Quality criterion - Name: A service that is pro-active in reducing the financial problems of our residents / Weighting: 15

Quality criterion - Name: A service provision that is flexible and willing to adapt and change over time as necessary / Weighting: 15

Quality criterion - Name: A service that supports and develops partnership working in delivering the service / Weighting: 15

Quality criterion - Name: A service that is working to become sustainable in the future / Weighting: 10

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-007717](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 June 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

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

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Staffordshire North and Stoke-on-Trent Citizens Advice Bureaux

Advice House, Cheapside

Stoke-on-Trent

ST1 1HL

Telephone

+44 01782408650

Country

United Kingdom

NUTS code

- UKG23 - Stoke-on-Trent

The contractor is an SME

No

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

Total value of the contract/lot: £192,500

Section VI. Complementary information

VI.3) Additional information

(MT Ref:229663)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

UK

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<http://www.newcastle-staffs.gov.uk/>

VI.4.2) Body responsible for mediation procedures

Royal court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom