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Tender

## **Provision of a Self-Directed Support (SDS) Independent Information and Advice Service**

North Ayrshire Council  
South Ayrshire Council  
East Ayrshire Council

F02: Contract notice

Notice identifier: 2025/S 000-021680

Procurement identifier (OCID): ocids-h6vhtk-051443

Published 15 May 2025, 12:13pm

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

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

North Ayrshire Council

Cunninghame House, Friars Croft

Irvine

KA12 8EE

#### **Email**

[murraythompson@north-ayrshire.gov.uk](mailto:murraythompson@north-ayrshire.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKM93 - East Ayrshire and North Ayrshire mainland

**Internet address(es)**

Main address

<http://www.north-ayrshire.gov.uk>

Buyer's address

[http://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00337](http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00337)

**I.1) Name and addresses**

South Ayrshire Council

County Buildings, Wellington Square

Ayr

KA7 1DR

**Email**

[procurement@south-ayrshire.gov.uk](mailto:procurement@south-ayrshire.gov.uk)

**Telephone**

+44 3001230900

**Country**

United Kingdom

**NUTS code**

UKM94 - South Ayrshire

**Internet address(es)**

Main address

<http://www.south-ayrshire.gov.uk/procurement/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA0040](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA0040)

5

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

East Ayrshire Council

Corporate Procurement Team, London Road HQ

Kilmarnock

KA3 7BU

#### **Email**

[procurement@east-ayrshire.gov.uk](mailto:procurement@east-ayrshire.gov.uk)

#### **Telephone**

+44 1563576000

#### **Country**

United Kingdom

#### **NUTS code**

UKM93 - East Ayrshire and North Ayrshire mainland

#### **Internet address(es)**

Main address

<http://www.east-ayrshire.gov.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA0022](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA0022)

3

### **I.2) Information about joint procurement**

The contract involves joint procurement

### **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

#### **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**

Provision of a Self-Directed Support (SDS) Independent Information and Advice Service

Reference number

NAC/5210

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

- 85100000 - Health services

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

Services

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

North Ayrshire Council (NAC) requires an appropriately qualified and experienced provider to provide an independent information and advice service in relation to Self

Directed Support for North, South and East Ayrshire Health and Social Care Partnerships. The service will also support with the recruitment and retention of personal assistants. For the purposes of this procurement exercise, NAC will be the lead contracting authority, and both East Ayrshire Council and South Ayrshire Council will be named participants on the contract.

The anticipated contract start date is 1st August 2025 until 31st July 2028, with the option to extend by up to 24 months. Extensions will be at the sole discretion of NAC and subject to satisfactory performance and funding.

### **II.1.5) Estimated total value**

Value excluding VAT: £750,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 75122000 - Administrative healthcare services
- 85140000 - Miscellaneous health services
- 85323000 - Community health services
- 79600000 - Recruitment services

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

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

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

The provider will deliver a high quality, visible and accessible information and advice service to help people across the Ayrshire communities to express their views and make informed care choices regarding all four options of SDS.

The provider will deliver a high quality, visible and accessible recruitment and employment service for adults, children and families across the communities of Ayrshire for those seeking to employ staff to deliver social care and support effectively and lawfully.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

### **II.2.6) Estimated value**

Value excluding VAT: £750,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Possible extensions: Up to 24 months

### **II.2.10) Information about variants**

Variants will be accepted: No

### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

If required, bidders are required to be enrolled in the relevant professional or trade registers within the country in which they are established.

Where it is required, within a bidder's country of establishment they must confirm which authorisation or memberships of the relevant organisation(s) are required in order to perform this service.

Bidders must confirm if they hold the particular authorisation or memberships

### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

Bidders will be required to have a minimum "general" yearly turnover of 150,000 GBP for the last three years.

Bidders who cannot meet the required level of turnover will be excluded from this tender.

Where turnover information is not available for the time period requested, the bidder will be required to state the date which they were set up or started trading.

It is a requirement of this contract that bidders hold, or can commit to obtain prior to the commencement of any subsequently awarded contract, the types and levels of insurance indicated below:

- Employer's (Compulsory) Liability Insurance = 5 million GBP in respect of any one event

<http://www.hse.gov.uk/pubns/hse40.pdf>

- Public Liability Insurance 5 million GBP in respect of any one event

- Professional Indemnity Insurance 5 million GBP in the aggregate

- Third-Party Motor Vehicle Insurance - A valid motor vehicle certificate must be held in the company name or (where there is no fleet but rather the company permits its employees to use their personal vehicles for business purposes), a letter signed by a person of appropriate authority - confirming that the company has ongoing arrangements in place to ensure their employees' vehicles are appropriately insured and maintained.

### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

Bidders are required to provide 2 examples of services carried out in the past 3 years that demonstrates they have the relevant experience to deliver the services described in the Contract Notice. The services must be of a similar value, size and scope. Unsatisfactory experience will result in exclusion from the tender process.

Bidders must also provide 2 satisfactory references for the same 2 contracts on the reference templates provided. References should be completed and signed by previous customers for contracts of a similar value, size and scope. If any of the referees score the bidder less than 2 the bidder will be excluded from the tender process.

Completed experience and reference templates must be zipped and uploaded at question 4C.1 of the qualification envelope.

Bidders will be required to provide evidence that their organisation has taken steps to build their awareness of the climate change emergency and how they will respond, including knowledge of their emissions sources and actions to address these. Accepted evidence includes but is not limited to:

- a completed copy of the Bidder 'relevant contract' Climate Change Plan Template, including planned projects and actions to reduce the bidder's carbon emissions. This does not need to contain calculated carbon emissions.

Guidance on how Bidder Climate Change Plans are evaluated is available on the Sustainable Procurement Tools: Sustainable Procurement ([sustainableprocurementtools.scot](http://sustainableprocurementtools.scot))

Bidders are required to confirm whether they intend to subcontract and, if so, for what proportion of the contract.

Bidders who intend to subcontract more than 25% to any individual organisation must ensure the SPD (Scotland) - Subcontractors Supplier Response is completed and uploaded at question 2D.1.2 of the qualification envelope.

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract



## **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

16 June 2025

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

16 June 2025

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: This contract is recurring.

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

Quality Management Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent) or a documented policy regarding quality management, see attachment at SPD question 4D.1.

Environmental Management Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BS EN ISO 14001 (or equivalent) or a valid EMAS (or equivalent) certificate or the bidder must have a regularly reviewed documented policy regarding environmental management, see attachment at SPD question 4D.2.

Bidders may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

Bidders must agree to accept NAC Terms and Conditions for the Purchase of Services and NAC Exit Terms and Conditions, and the contract will be let on these terms.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 29251. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

Community benefits are included in this requirement. For more information see: <https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Community benefits will be required on a mandatory basis for:

- Employment
- Employability & Skills
- SMEs
- TSOs
- Education
- Community Wish List (<http://northayrshire.community/community-benefits-wishlist-application-form/>)

(SC Ref:798836)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Kilmarnock Sheriff Court

Sheriff Court House, St Marnock Street

Kilmarnock

KA1 1ED

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/>