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Tender

## **Social Welfare and Advice - re-tender**

Cheshire west and Chester Borough Council

F02: Contract notice

Notice identifier: 2021/S 000-023950

Procurement identifier (OCID): ocds-h6vhtk-02e4fe

Published 27 September 2021, 2:16pm

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

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

Cheshire west and Chester Borough Council

Civic Way Offices, Civic Way

Ellesmere Port

CH65 0BE

#### **Contact**

Mrs Debbie Pitcher

#### **Email**

[debbie.pitcher@cheshirewestandchester.gov.uk](mailto:debbie.pitcher@cheshirewestandchester.gov.uk)

#### **Telephone**

+44 1244976943

**Country**

United Kingdom

**NUTS code**

UKD6 - Cheshire

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

<https://procontract.due-north.com/Advert/Index?advertId=90314adc-721f-ec11-810e-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=90314adc-721f-ec11-810e-005056b64545>

**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 and Advice - re-tender

Reference number

DN572075

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

- 85000000 - Health and social work services

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

Services

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

The Council wish to develop an effective, co-ordinated, one front door model of good quality advice provision which meets the needs of the borough's residents. The Council wants to build on best practice and provide a person-centred service to deliver information and advice through a combination of assisted and supported advice (Tier 1) and specialist advice (Tier 2). This will be complemented by legal advice being delivered at Tier 3. All social care referral, homeless referral and or hospitalisation Tier 4 advice will be referred into the appropriate Council teams. The commissioned Service will act as the primary front door for all social welfare advice queries and host and an efficient and robust triage, referral and assessment function with clear connectivity to the wider social welfare and advice services offered both in and outside of the Council. Please download the documents from [www.the-chest.org.uk](http://www.the-chest.org.uk)

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

This contract is divided into lots: No

### **II.2) Description**

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

NUTS codes

- UKD6 - Cheshire

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

The Council wish to develop an effective, co-ordinated, one front door model of good quality advice provision which meets the needs of the borough's residents. The Council wants to build on best practice and provide a person-centred service to deliver information and advice through a combination of assisted and supported advice (Tier 1) and specialist advice (Tier 2). This will be complemented by legal advice being delivered at Tier 3. All social care referral, homeless referral and or hospitalisation Tier 4 advice will be referred into the appropriate Council teams. The commissioned Service will act as the primary front door for all social welfare advice queries and host and an efficient and robust triage, referral and assessment function with clear connectivity to the wider social welfare and advice services offered both in and outside of the Council.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

5 or 7 years dependent on whether contract extensions are taken.

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

Variants will be accepted: No

## **II.2.11) Information about options**

Options: Yes

Description of options

option to extend 1+1 years

### **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.2.14) Additional information**

Please download the documents from the Chest, [www.the-chest.org.uk](http://www.the-chest.org.uk)

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## **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

28 October 2021

Local time

10:00am

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

English

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

Date

28 October 2021

Local time

10:05am

Information about authorised persons and opening procedure

tenders will be verified electronically on the Chest

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## **Section VI. Complementary information**

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

This is a recurrent procurement: Yes

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

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

Director of Governance

Chester

Country

United Kingdom