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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

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

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

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

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

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