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Contract

First Tier Level: Welfare Rights & Financial Wellbeing Advice

Sunderland City Council

F03: Contract award notice

Notice identifier: 2025/S 000-024140

Procurement identifier (OCID): ocds-h6vhtk-04e31c

Published 21 May 2025, 3:34pm

Section I: Contracting authority

I.1) Name and addresses

Sunderland City Council

City Hall, Plater Way,

Sunderland

SR13AA

Contact

Kristine Goodliffe

Email

kristine.goodliffe@sunderland.gov.uk

Country

United Kingdom

Region code

UKC23 - Sunderland

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

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

First Tier Level: Welfare Rights & Financial Wellbeing Advice

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Framework for a Locality Based Welfare Rights Advice Service Framework.

The framework consists of 6 Lots. Lots 1 - 5 are locality based, and Lot 6 will provide a City-Wide Telephony and digital offer.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,200,000

II.2) Description

II.2.1) Title

Lot 1: Sunderland West

Lot No

1

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

II.2.4) Description of the procurement

Lot 1: Sunderland West Locality Based Welfare Rights Advice Service Framework

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: Accept/Reject

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Lot 2: Sunderland North

Lot No

2

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

II.2.4) Description of the procurement

Locality Based Welfare Rights Advice Service Framework

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: Accept/Reject

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Lot 3: Sunderland East

Lot No

3

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

II.2.4) Description of the procurement

Locality Based Welfare Rights Advice Service Framework

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: Accept/Reject

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Lot 4: Washington

Lot No

4

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

II.2.4) Description of the procurement

Locality Based Welfare Rights Advice Service Framework

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: Accept/Reject

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Lot 5: Coalfield

Lot No

5

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

II.2.4) Description of the procurement

Locality Based Welfare Rights Advice Service Framework

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: Accept/Reject

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Lot 6: City Wide Telephony and digital offer

Lot No

6

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

II.2.4) Description of the procurement

City Wide Telephony and digital offer

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: Accept/Reject

II.2.11) Information about options

Options: 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: [2025/S 000-005528](#)

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

24 April 2025

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

Shiney Advice and Resource Project

Houghton le Spring

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

04769232

The contractor is an SME

No

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

Total value of the contract/lot: £800,000

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

24 April 2025

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

Citizens Advice Sunderland

Sunderland

Country

United Kingdom

NUTS code

- UKC23 - Sunderland

Companies House

06347304

The contractor is an SME

Yes

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

Total value of the contract/lot: £400,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Sunderland City Council

Sunderland

Country

United Kingdom