

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/024251-2023>

Tender

7000000

The Royal Borough of Kensington and Chelsea (RBK&C) Council

F02: Contract notice

Notice identifier: 2023/S 000-024251

Procurement identifier (OCID): ocds-h6vhtk-03f4fb

Published 17 August 2023, 6:25pm

Section I: Contracting authority

I.1) Name and addresses

The Royal Borough of Kensington and Chelsea (RBK&C) Council

.

London

W8 7NX

Email

Procurement@rbkc.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.capitalesourcing.com

I.3) Communication

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

www.capitalesourcing.com

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.capitalesourcing.com

Tenders or requests to participate must be submitted to the above-mentioned address

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

7000000

II.1.2) Main CPV code

- 75200000 - Provision of services to the community

II.1.3) Type of contract

Services

II.1.4) Short description

The Royal Borough of Kensington and Chelsea (RBK&C) Council invites suitably experienced and qualified IAG providers to provide:

- A borough wide year-round Information, Advice and Guidance (IAG) Service which is suitable tailored towards the diverse of different residents. The Service should be personalized and holistic, coordinated and systems based, triaged and integrated with a single point of access.
- IAG should be high quality, accurate and timely and essential for early intervention and prevention of escalation around issues which lead to eviction, unemployment and hospitalization.
- IAG should be targeted towards crisis prevention and seeking to reduce the systemic barriers people can face when accessing advice services.

The service provider will act as a strategic partner to the Council to help drive forward change and embed new approaches to support the delivery of strategic priorities.

The service provider will use a whole systems approach for the provision of independent and unbiased advocacy advice will be specialist and culturally specific to meet the needs of a diverse community.

The service provide will help to maximise resident's independence to prevent an over reliance and dependency on more intensive care and support, as well as dependence on other statutory services. The service will need to be accessible for a minimum of five days each week, excluding weeks containing public holidays.

For further information please visit our esourcing portal (www.capitalesourcing.com) .

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Information, Advice and Guidance (IAG) Provision

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

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

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: No

IV.2) Administrative information

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

Date

16 October 2023

Local time

4:00pm

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 October 2023

Local time

4:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

-

Not applicable

Country

United Kingdom