

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](mailto:Procurement@rbkc.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

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

Main address

[www.capitalesourcing.com](http://www.capitalesourcing.com)

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

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

[www.capitalesourcing.com](http://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](http://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](http://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