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Contract

AMCV 322 - Advice, Advocacy & Welfare Benefits Service

Shropshire Council

Shropshire Council is purchasing on behalf of itself and any wholly owned local authority company or other entity that is deemed to be a contracting authority by virtue of the Council's involvement.

F03: Contract award notice

Notice identifier: 2024/S 000-025775

Procurement identifier (OCID): ocds-h6vhtk-0456e0

Published 14 August 2024, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

Shropshire Council

Shirehall, Abbey Foregate

Shrewsbury

SY2 6ND

Contact

Procurement Manager

Email

procurement@shropshire.gov.uk

Telephone

+44 1743252992

Country

United Kingdom

Region code

UKG22 - Shropshire CC

Internet address(es)

Main address

www.shropshire.gov.uk

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Internet address(es)

Main address

www.shropshire.gov.uk

I.2) Information about joint procurement

The contract involves joint procurement

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

AMCV 322 - Advice, Advocacy & Welfare Benefits Service

Reference number

AMCV 322

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

This is a contract award notice for a Advice, Advocacy and Welfare Benefits preventative service for adults. This service is to replace an existing contract.

The Advice, Advocacy and Welfare Benefits (AAWB) service will deliver advice and non-statutory advocacy for all adults aged 18+ across a range of issues which impact on people's wellbeing and will incorporate support for people who need help to be able to navigate the welfare benefits system.

As a guideline, over a 12 month period the current service has delivered advice, advocacy and welfare benefits support to over 9,500 people. This can be broken down by:

- Non-statutory advocacy = 1,900
- Advice = 7,600 people in total
- Over 50% of all individual issues are related to Welfare Benefits & Tax Credits

The provider will be expected to manage any increase in demand within the contract value.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £4,637,500

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG22 - Shropshire CC

Main site or place of performance

Shropshire CC

II.2.4) Description of the procurement

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wellbeing and will incorporate support for people who need help to be able to navigate the welfare benefits system.

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The contract will make a significant contribution to Shropshire Council's strategic intentions that are in place to support prevention and early intervention. Chiefly this is in reference to the delivery of The Shropshire Plan and also the more recently agreed Prevention Framework which provides more context and detail for how we will deliver our strategic plans.

The Framework includes the following key priority area which relates to this contract:

- Priority 2: Integration and One Shropshire - Enable communities and the voluntary and community sector to take more of a central role in the development and delivery of prevention programmes, ensuring all age groups are at the centre of the implementation of the framework. This includes the developing community and family hubs (and spokes)

Furthermore, the framework emphasises the importance of taking forward approaches that are neighbourhood led. This means joining up local services in the community, as well as with countywide provision, and fostering community connections so that everyone in a neighbourhood can thrive.

Providing more services closer to home and taking a neighbourhood approach is at the heart of our wider vision to improving wellbeing and preventing illness and poor health. Working in this way will allow us to fulfil the following priorities:

- The One Shropshire Vision aims to outline how Shropshire Council is working with its partners including the NHS and Voluntary and Community Sector to support people to live their best lives and centres around making it as easy as possible for people to stay happy, healthy and connected in their communities.
- One Shropshire is about coming together as a system (system meaning working with multiple partners, the community and people who live in Shropshire), with an integrated, complementary offer that meets identified and prioritised local needs and fills any gaps in provision.

Given the breadth of experience and range of activity required, we would welcome proposals which bring together a number of organisations to deliver this service. This may be a formal or informal partnership, a consortium, a lead provider / sub-contractors arrangement or similar. Additionally, the Council recognises the importance of the strong brand, identity and recognition that individual organisations have and a solution which retains choice for people within the contracting arrangement is desirable.

The contract will be for an initial term of 4 years with an option to extend the contract by a further 3 years subject to contract performance and budget availability.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Cost criterion - Name: Price / Weighting: 20

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

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/E5K2335YZ2>

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-014215](#)

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

30 July 2024

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Citizens Advice Shropshire

Fletcher House,, 15 College Hill

Shrewsbury

SY11LY

Country

United Kingdom

NUTS code

- UKG22 - Shropshire CC

National registration number

04099352

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £4,637,500

Total value of the contract/lot: £4,637,500

Section VI. Complementary information

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=882588135>

GO Reference: GO-2024814-PRO-27396266

VI.4) Procedures for review

VI.4.1) Review body

Shropshire Council

Shirehall

Shrewsbury

SY2 6ND

Telephone

+44 1743252992

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Shropshire Council

Shirehall, Abbey Foregate

Shrewsbury

SY2 6ND

Email

procurement@shropshire.gov.uk

Country

United Kingdom

Internet address

www.shropshire.gov.uk

VI.4.4) Service from which information about the review procedure may be obtained

Shropshire Council

Shirehall, Abbey Foregate

Shrewsbury

SY2 6ND

Email

procurement@shropshire.gov.uk

Country

United Kingdom

Internet address

www.shropshire.gov.uk