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Tender

## **Information, Advice and Guidance Service**

Southend-on-Sea Borough Council

F02: Contract notice

Notice identifier: 2021/S 000-028396

Procurement identifier (OCID): ocds-h6vhtk-02f65b

Published 12 November 2021, 5:04pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Southend-on-Sea Borough Council

Civic Centre, Victoria Avenue

Southend-on-Sea

SS2 6YL

#### **Contact**

Corporate Procurement

#### **Email**

[procurementadvisors@southend.gov.uk](mailto:procurementadvisors@southend.gov.uk)

#### **Telephone**

+44 1702215000

#### **Country**

United Kingdom

**NUTS code**

UKH31 - Southend-on-Sea

**Internet address(es)**

Main address

<http://www.southend.gov.uk/>

Buyer's address

<http://www.southend.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>

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>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Information, Advice and Guidance Service

Reference number

DN577579

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Southend-on-Sea Borough Council is seeking to award a contract for the provision of Information, Advice and guidance (IAG) Services in Southend-on-Sea.

The service must be based around the following key considerations to effectively meet the needs of the Council's residents

- Information: provide factual, current, and impartial information to clients
- Advice: presenting facts and ideas in an accessible form for customers to consider and recommending a course of action.
- Guidance: defining and providing routes which assist clients to reach their requirements

The services must be flexible to meet Southend-on-Sea Borough Councils residents' needs and arising trends.

The Council is conducting an open tender procedure. The opportunity is tendered as a single lot to be awarded to a single provider however consortium bids are welcome via a lead provider.

The Contract will be awarded for a period of five years plus an option to extend for a further five years or any part thereof.

The tender documents can be accessed on Proactis with the reference DN577579  
<https://procontract.due-north.com/>

#### **II.1.5) Estimated total value**

Value excluding VAT: £2,500,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKH31 - Southend-on-Sea

#### **II.2.4) Description of the procurement**

Southend-on-Sea Borough Council is seeking to award a contract for the provision of Information, Advice and guidance (IAG) Services in Southend-on-Sea.

The service must be based around the following key considerations to effectively meet the needs of the Council's residents

- Information: provide factual, current, and impartial information to clients
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#### **II.2.5) Award criteria**

Cost criterion - Name: Commercial Submission / Weighting: 10

Cost criterion - Name: Technical Submission / Weighting: 90

**II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

120

This contract is subject to renewal

No

**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

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## **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

14 December 2021

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

14 December 2021

Local time

12:05pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court

London

Country

United Kingdom