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Tender

General Information and Advice Service

Harrow Council

F02: Contract notice

Notice identifier: 2024/S 000-029448

Procurement identifier (OCID): ocds-h6vhtk-049ae3

Published 13 September 2024, 3:00pm

Section I: Contracting authority

I.1) Name and addresses

Harrow Council

Procurement Team, PO Box 1358

Harrow

HA3 3QN

Contact

Mr Marzuki Haji

Email

marzuki.haji@harrow.gov.uk

Telephone

+44 2084209301

Country

United Kingdom

Region code

UKI74 - Harrow and Hillingdon

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://www.londontenders.org/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.londontenders.org/>

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

General Information and Advice Service

Reference number

DN724621

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The London Borough of Harrow is inviting tenders for the provision of the borough's General Information and Advice Service. We are looking for a provider(s) who can deliver independent information and advice services through a range of channels for Harrow residents in need, that supports them to access help seamlessly, at the earliest possible opportunity, as well as address the changes in residents' need in response to the Covid-19 pandemic and subsequent cost of living crisis. The advice will be free and confidential for all Harrow residents to access on an equal basis and in a safe environment.

II.1.5) Estimated total value

Value excluding VAT: £1,242,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI74 - Harrow and Hillingdon

II.2.4) Description of the procurement

The service will include delivery of general information and advice through a multi-channel approach focusing on digital channels, email, mobile friendly, website, and face-to-face. This

includes:

- delivery of the general information and advice service.
- delivery of general information and advice via Family Hubs Network.
- delivery of general information and advice for people who are homeless or at risk of homelessness.
- delivery of general information and advice integrated within Council led initiatives

The contract funds a service for any Harrow resident with needs around housing, welfare benefits, financial services, employment, physical and mental wellbeing, family and personal matters, as

well as immigration and asylum queries.

The service will provide assistance to support clients in completing forms, drafting emails and letters, and accessing online services. It will also provide assistance to seek information or mediate/ negotiate on the client's behalf. The service will provide clear, comprehensive, relevant and up to date information and advice detailing individual rights and responsibilities.

The provider(s) will work to ensure a clear and efficient resident's journey with accurate signposting of other services that involve one route in assessing their need. A triage and referral pathway will be agreed within a formal network of information and advice providers ensuring quality assurance, safeguarding considerations and mechanisms to make a complaint are clear and accessible.

The provider(s) should ensure that mechanisms are in place that makes the service easy to use and navigate providing a variety of available options. This should include self-management and

empowering a resident to make their decisions in a timely way that prevents escalation.

The provider(s) role is to contribute to the delivery of the strategy and to take the lead in the development of the established Information and Advice Network (comprising of the council,

strategic partners, and local service providers); a digital platform and working with partners to join up services and map community assets. The network should be utilised as a vehicle for capacity

building within the sector and for improve collective standards.

II.2.5) Award criteria

Quality criterion - Name: Quality / Technical / Weighting: 60

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £1,242,000

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

Start date

1 April 2025

End date

31 March 2028

This contract is subject to renewal

Yes

Description of renewals

The Authority is looking for potential service provider(s) to be awarded a contract for an initial period of three years with the option to extend by a further two years (in periods of one year).

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

14 October 2024

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 October 2024

Local time

12:30pm

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

The Royal Courts of Justice

Strand, London

Country

United Kingdom