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Planning

## **Westminster Advice Service Partnership**

Westminster City Council

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-029605

Procurement identifier (OCID): ocids-h6vhtk-049b4c

Published 16 September 2024, 5:03pm

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

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

Westminster City Council

64 Victoria Street

London

SW1E 6QP

#### **Contact**

James Richardson

#### **Email**

[jrichardson1@westminster.gov.uk](mailto:jrichardson1@westminster.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI32 - Westminster

**Internet address(es)**

Main address

[www.westminster.gov.uk](http://www.westminster.gov.uk)

Buyer's address

<https://wcc.ukp.app.jaggaer.com>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**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**

Westminster Advice Service Partnership

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

- 79140000 - Legal advisory and information services

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

Services

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

The Westminster Advice Service Partnership provides advisory services to support residents with; claiming benefits, debt problems, housing applications and challenges, energy advice and planning

applications.

It includes telephone and online support, face to face appointments, drop-in sessions, and a referral network to cross refer between agencies, and home visits for vulnerable residents and people needing home energy advice.

We're currently anticipating a contract term of five and a half years and a two year allowable extension (5.5 + 2).

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

Value excluding VAT: £1,560,000

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

This contract is divided into lots: No

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

#### **II.2.2) Additional CPV code(s)**

- 75210000 - Foreign affairs and other services
- 98113000 - Services furnished by specialist organisations

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

NUTS codes

- UKI32 - Westminster

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

The service will consist of the following components and will be delivered across three levels. All levels

will be expected to be accessible to all service users:

Information (Level One) - An information service gives clients the information they need, for them to

know and do more about their situation. It can include signposting, providing factual information about

the role of another organisation, and/or how to find or contact that organisation. Responsibility for

taking any further action rests with the client.

Advice (Level Two) - An advice service involves: a diagnosis of the client's enquiry and the issues

involved, giving information and explaining options, identifying further action the client can take, and

some assistance: e.g. contacting third parties to seek information; filling in forms. This would usually

be completed with one interview although there may be some follow-up work. The client would take

responsibility for any further action.

Advice with Casework (Level Three) - Some advice with casework service includes all the elements of an advice service previously listed and also involves taking action on behalf of the client to move the case on. It could include negotiating on behalf of the client with third parties on the telephone, by letter or face-to-face. It will usually involve follow-up work and the adviser would take responsibility for this.

Providers with experience of delivering these types of services are invited to register their interest in an

upcoming tender opportunity, currently estimated to commence in October/November 2024.

### **II.3) Estimated date of publication of contract notice**

14 October 2024

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes