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Planning

Southwark Emergency Support Scheme- Procurement of award distribution supplier

London Borough of Southwark

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-029777

Procurement identifier (OCID): ocids-h6vhtk-0377e9

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Section I: Contracting authority

I.1) Name and addresses

London Borough of Southwark

Southwark Council, 160 Tooley Street

London

SE1 2QH

Contact

Natasha Keeys

Email

Natasha.keey@southwark.gov.uk

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

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

Buyer's address

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

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Southwark Emergency Support Scheme- Procurement of award distribution supplier

Reference number

DN638264

II.1.2) Main CPV code

- 55900000 - Retail trade services

II.1.3) Type of contract

Services

II.1.4) Short description

Southwark Council Local Support Team are looking to procure the services of a grant distribution provider for their Southwark Emergency Support Scheme, which provides urgent support to residents facing a crisis or emergency through the provision of essential goods or services. As part of its market investigation, the council are keen to hear from potential suppliers who are able to provide access to the full range of services (noted at Section II.2.4 of this notice) through a single point of contact or online portal.

Any suppliers responding will be asked to complete a short questionnaire to assist the council in this process.

The closing date for completed questionnaires is 7 November 2022.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The council are looking to collaborate with an organisation who would be able to provide distribution and delivery of following as a minimum;

-Food provision- delivery of food parcels/supermarket vouchers

-Retail vouchers

-Energy support vouchers/credit

-Furniture and white goods

-Essential household items

-Cash awards

Voucher based awards should be delivered electronically and redeemable at a wide range of easily accessible outlets/stores.

Suppliers should be able to manage all orders, deliveries and returns of awarded goods directly with recipients.

The supplier will be contacting award recipients on behalf of the council and as such would need to maintain high standards of customer service. Communication with recipients on delivery/redemption of their awards should be clear and easy to understand.

The nature of the service is to support residents in urgent need so speed of delivery is of primary importance. As a minimum, the council would expect turnaround times in accordance with the timescales given below. Suppliers should have sufficient capacity to manage the volume of cases and peaks in demand.

The council are looking to obtain value for money arrangements, services offering discounted rates or rebates will be preferential.

It is essential that potential suppliers operate in full compliance with the Data Protection Act 2018 and the UK General Data Protection Regulation and be able to evidence appropriate data security systems for digital processing, should they be awarded the contract.

Additionally, the council would expect any delivery drivers or installers visiting homes to be DBS checked.

Prospective suppliers should have due regard to promotion and observance of the Care Act 2014 and the responsibility to follow the 6 safeguarding principles enshrined within this Act. Local Authorities have a statutory responsibility for safeguarding, it requires the council to make sure that people who live in their areas receive services that prevent their care needs from becoming more serious or delay the impact of their needs.

The council would welcome contact from charity organisations or local employers who can add value to the local community.

Timescales:

Order type Despatch or Delivery to Recipient

Pre-payment cards Within 2 working days

Directly Supplied Goods (household items) Within 5 working days

Groceries The next day following the day on which the order was processed

Energy Voucher (PayPoint) The day on which the order was processed

Cash Payment (PayPoint) The day on which the order was processed

II.3) Estimated date of publication of contract notice

6 January 2023

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