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Tender

Provision of Independent Advice and Development Support to customers in South Lanarkshire

South Lanarkshire Council

F02: Contract notice

Notice identifier: 2024/S 000-029889

Procurement identifier (OCID): ocds-h6vhtk-049bf7

Published 18 September 2024, 4:02pm

Section I: Contracting authority

I.1) Name and addresses

South Lanarkshire Council

Council Headquarters, Almada Street

Hamilton

ML3 0AA

Contact

Irene Peacock

Email

irene.peacock@southlanarkshire.gov.uk

Country

United Kingdom

NUTS code

UKM95 - South Lanarkshire

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00410

I.3) Communication

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Independent Advice and Development Support to customers in South Lanarkshire

Reference number

SLC/HT/23/291

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.1.4) Short description

South Lanarkshire Council wish to procure a service to provide independent impartial advice and guidance to support and help advance customer participation in South Lanarkshire, including in-person and online meetings with tenants and the Council, support via phone calls and email, sharing paperwork, and delivering presentations and training.

The service provider will be expected to develop and implement a workplan agreed between the Council and tenant representatives with clear tasks, timescales, responsibilities, methods, and outcomes.

II.1.5) Estimated total value

Value excluding VAT: £243,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM95 - South Lanarkshire

Main site or place of performance

South Lanarkshire Council

II.2.4) Description of the procurement

Procurement will be conducted via the Open Tendering procedure and the ITT will be published in Public Contracts Scotland Tender (PCST).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £243,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

The contract has an optional 12 month extension subject to satisfactory performance, financial standing and available funding.

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

II.2.14) Additional information

Quality Award Criteria listed below:

Service Delivery

Implementation / Mobilisation Plan

Staff Resources

Performance Monitoring and Reporting

Community Benefits

Fair Work First

Sustainability

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

SPD Question 4A.1 Trade Registers

It is a requirement of this tender that if the bidder is UK based they must hold a valid registration with Companies House. Where the bidder is UK based but not registered at Companies House they must be able to verify to the Councils satisfaction that they are trading from the address provided in the tender and under the company name given.

If the bidder is based out-with the UK they must be enrolled in the relevant professional or trade register appropriate to their country as described in Schedule 5 of the Public Contracts (Scotland) Regulations 2015.

SPD Question 4A.2 Authorisation/Membership

Where it is required, within a bidder's country of establishment they must confirm which authorisation or memberships of the relevant organisation(s) are required in order to perform this service.

Bidders must confirm if they hold the particular authorisation or memberships.

III.1.2) Economic and financial standing

List and brief description of selection criteria

SPD Question 4B.4 Economic and Financial Standing

The Council will use the following ratios to evaluate a bidders financial status:

Profitability – this is taken as profit after tax but before dividends and minority interests. If a company makes a profit then it is a pass for this ratio;

Liquidity – this is calculated as current assets less stock and work in progress, divided by current liabilities. If the answer is greater than or equal to one then it is a pass for this ratio

Gearing – this is calculated as the total external secured borrowing (short term and long term) divided by shareholder funds expressed as a percentage. If the answer is less than or equal to 100% it is considered a pass for this ratio.

Bidders must provide the name and value of each of the 3 ratios within their response to SPD question 4B.4.

The Council requires bidders to pass 2 out of the 3 financial ratios above.

Where 2 out of the 3 ratios cannot be met, the Council may take the undernoted into consideration when assessing financial viability and the risk to the Council, providing that the Bidder can supply evidence to substantiate any of the mitigating criteria when requested to do so. The following list is not exhaustive and other criteria may be considered where proposed by a bidder as mitigating factors:

Would the bidder have passed the checks if prior year accounts had been used?

Were any of the poor appraisal outcomes "marginal"?

Does the bidder operate in a market which, traditionally, requires lower liquidity or higher debt finance?

Does the bidder have sufficient reserves to sustain losses for a number of years?

Does the bidder have a healthy cashflow?

Is the bidder profitable enough to finance the interest on its debt?

Is most of the bidder's debt owed to group companies?

Is the bidder's debt due to be repaid over a number of years, and affordable?

Have the bidder's results been adversely affected by "one off costs" and / or "one off accounting treatments"?

Do the bidder's auditors (where applicable) consider it to be a "going concern"?

Will the bidder provide a Parent Company Guarantee?

Is the bidder the single supplier/source of the Goods/Works/Services in the marketplace?

The Council will request submission of and assess the bidders financial accounts, and may use financial verification systems to validate the information provided.

Minimum level(s) of standards possibly required

SPD Question 4B.5 Insurance

The bidder must confirm that they have or will commit to obtain prior to the commencement of the contract, the following levels of Insurance Cover:

Employer's Liability Insurance covering the death of or bodily injuries to employees of the bidder arising out of and in the course of their employment in connection with this contract to the level of 10000000 GBP in respect of each claim, without limit to the number of claims.

Public Liability Insurance covering the death of or bodily injury to a person (not an employee of the bidder) or loss of or damage to property resulting from an action or failure to take action by the bidder to the level of 5000000 GBP in respect of each claim, without limit to the number of claims.

Professional Indemnity Insurance covering the failure of the bidder to use the skill and care normally used by professionals providing the services described in this tender to the level of 5000000 GBP in respect of each claim, without limit to the number of claims.

III.1.3) Technical and professional ability

List and brief description of selection criteria

SPD Question 4C.1.2 Technical and Professional Ability

Bidders should demonstrate in their response to question 4C.1.2 that they have held contracts (preferably public sector authority) of a similar nature, size and value to those mentioned in the Specification, within the last 5 years. A Minimum of 3 examples and a maximum of 5 should be provided.

SPD Question 4C.10 Technical and Professional Ability (Sub-Contracting)

Bidders will be required to confirm whether they intend to subcontract and, if so, for what proportion of the contract.

SPD Question 4D.1 Quality Assurance Schemes

It is a requirement of this tender that the bidder recommended for award holds the Quality Assurance scheme membership ISO9001 accreditation OR complies with the Quality Assurance Statements contained within the ITT.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Please refer to the Performance Appraisal document within the ITT.

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-752572](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

21 October 2024

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

21 October 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

VI.3) Additional information

SPD Question 2.C.1 Reliance on the capacities of other entities

Bidders are required to complete a full SPD for each of the entities whose capacity they rely upon

SPD Question 2.D.1 Subcontractors on whose capacity the bidder does not rely

Bidders are required to complete a shortened version of the SPD for each Subcontractor on whose capacity the bidder does not rely on.

Exclusion Criteria

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

SPD Questions 3A – 3C have been identified as mandatory exclusion grounds and SPD Questions 3D have been identified as discretionary exclusion grounds. All the exclusion grounds will be assessed on a PASS/FAIL basis. For the mandatory exclusion grounds a bid will be excluded where the bidder fails to provide either a positive response or to provide details to the satisfaction of the Council of the self cleansing measures undertaken. .For the discretionary exclusion grounds a bid may be excluded where the bidder fails to provide either a positive response or if the Council is not satisfied as to the self cleansing measures undertaken.

Declarations and Certificates

In an open tendering procedure prior to any award being made the successful bidder will provide the undernoted certificates, declarations and/or completed questionnaires to

evidence their compliance with the relevant questions within the Qualification Envelope.

All certificates, declarations and questionnaires can be found within the Attachment area of PCS-T.

SPD Question 2D.1 Prompt Payment Certificate

SPD Questions 3A.1 to 3A.8 Serious and Organised Crime Declaration

SPD Question 3A.6 Modern Slavery Act 2015 Declaration

SPD Question 3D.11 Non-Collusion Certificate

SPD Question 4B.4 Fully Audited Accounts for Previous 2 Years

SPD Question 4B.5.1 Insurance Certificates

SPD Question 4D.1 Quality Assurance Accreditations

Declaration Section Form of Offer to Tender

Declaration Section SOC Protocol Form (if required)

*The 'Form of Offer to Tender' must be completed and uploaded within the relevant question in the Commercial Envelope.

In the case of an open tender, the other Declarations listed above will not be required to be uploaded and submitted with the bid, but will instead be requested by the Council following the conclusion of the evaluation of the Qualification, Technical and Commercial Envelopes and prior to the award of the tender.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 27229. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Under this contract bidders will be required to actively participate in the achievement of Community Benefits. A summary of the expected Community Benefits has been provided within the attachment area/technical envelope and bidders will be asked to provide details

of the Community Benefits they can offer as part of their bid. The Council has calculated that the minimum total of 60 community benefit points which must be delivered under this contract.

(SC Ref:775194)

VI.4) Procedures for review

VI.4.1) Review body

Hamilton Sheriff Court

Sheriff Court House, 4 Beckford Street,

Hamilton

ML3 0BT

Email

hamiltoncivl@scotcourts.gov.uk

Country

United Kingdom

Internet address

www.scotcourts.gov.uk

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Please note, the alternative review body to the local Sheriff Court detailed in VI.4.1 is:

Court of Session

Parliament House

Parliament Square

Edinburgh

EH1 1RQ

+44 1312252595

supreme.courts@scotcourts.gov.uk