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Tender

AC1895 Wiltshire Community Advice and Support Services

Wiltshire Council

F02: Contract notice

Notice identifier: 2024/S 000-030770

Procurement identifier (OCID): ocids-h6vhtk-04a31b

Published 26 September 2024, 12:16pm

Section I: Contracting authority

I.1) Name and addresses

Wiltshire Council

County Hall

Trowbridge

BA14 8JN

Contact

Ms Rachel Candy

Email

rachel.candy@wiltshire.gov.uk

Country

United Kingdom

Region code

UKK15 - Wiltshire CC

Internet address(es)

Main address

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

Buyer's address

<http://www.wiltshire.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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

AC1895 Wiltshire Community Advice and Support Services

Reference number

DN738752

II.1.2) Main CPV code

- 66000000 - Financial and insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

Wiltshire Community Advice and Support Services April 2025

Wiltshire Council would like to advise of a tender opportunity for Community Advice and Support Services and is seeking to appoint a Supplier for the delivery of high-quality services across Wiltshire from 1st April 2025 for an initial five year contract.

The services will provide free independent advice and support to Wiltshire communities in relation to:

- Benefits and tax credits
- Work and employee issues
- Debt and money
- Consumer issues
- Family and relationships
- Housing and information
- Law and courts

- Discrimination
- Immigration
- Health
- Unpaid Carers

II.1.5) Estimated total value

Value excluding VAT: £2,860,970

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75200000 - Provision of services to the community

II.2.3) Place of performance

NUTS codes

- UKK15 - Wiltshire CC

II.2.4) Description of the procurement

Wiltshire Community Advice and Support Services April 2025

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The services will provide free independent advice and support to Wiltshire communities in relation to:

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- Work and employee issues
- Debt and money
- Consumer issues

- Family and relationships
- Housing and information
- Law and courts
- Discrimination
- Immigration
- Health
- Unpaid Carers

Wiltshire Council are seeking a Supplier who must demonstrate a passion for ensuring an equal, diverse and inclusive approach to ensure all communities regardless of age, race, location and sexuality are considered within this support and the service is accessible.

We believe everyone has the right to have services that improve their quality of life and wellbeing as well as a service that they feel comfortable and able to seek advice to promote this.

Key objectives for the service include:

- **Accessibility:** Ensuring advice is available to all Wiltshire residents, with particular focus on hard-to-reach groups and vulnerable individuals.
- **Quality and Impact:** Maintaining high standards of advice quality in compliance with national guidelines and best practices.
- **Efficiency and Cost-Effectiveness:** Managing resources effectively to ensure sustainable service delivery.
- **Partnership Working:** Collaborating with local authorities, community organisations, and other stakeholders to maximise the reach and impact of the service.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £2,825,970

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

Start date

1 April 2025

End date

31 March 2032

This contract is subject to renewal

Yes

Description of renewals

option to extend for any period up to a further 1 + 1 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: Yes

IV.2) Administrative information

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

Date

28 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

28 October 2024

Local time

12:00pm

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 of England and Wales

Royal Courts of Justice

London

WC1A 2LL

Country

United Kingdom