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Tender

## **Information, Advice and Guidance Service**

Information, Advice and Guidance Service

F02: Contract notice

Notice identifier: 2024/S 000-031146

Procurement identifier (OCID): ocds-h6vhtk-04a410

Published 30 September 2024, 11:19am

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

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

Information, Advice and Guidance Service

Bernard Wetherill House, 8 Mint Walk, Croydon CR0 1EA

London

CR0 1EA

#### **Email**

[procurement@croydon.gov.uk](mailto:procurement@croydon.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKI62 - Croydon

#### **Internet address(es)**

Main address

<https://in-tendhost.co.uk/croydontenders>

Buyer's address

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

### **I.3) Communication**

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

<https://in-tendhost.co.uk/croydontenders>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/croydontenders>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://in-tendhost.co.uk/croydontenders>

### **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**

Information, Advice and Guidance Service

Reference number

LBC/TN/344

#### **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 Croydon ('the Council') is seeking to engage providers for the provision of Information, Advice and Guidance. The aim of a universal IAG service in Croydon is to improve and protect people's wellbeing, prevent problems from worsening and turning into crises, and reduce residents' need for other services. The Service will do this by providing high quality, free, independent, impartial and confidential advice, open to all Croydon residents across a range of topics. The Provider will offer services to include:

- General, accredited information and advice
- General casework
- Specialist casework
- Advocacy
- Research and campaigns work
- Financial capability work
- Digital training
- Volunteering opportunities
- Legal advice

Subject areas covered include but are not limited to:

- Welfare benefits
- Debt and money management
- Housing and Homelessness
- Employment issues
- Immigration
- Discrimination

The full scope of the contract requirements are provided

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

Value excluding VAT: £975,000

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

This contract is divided into lots: No

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

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

- 98000000 - Other community, social and personal services
- 85000000 - Health and social work services

**II.2.3) Place of performance**

NUTS codes

- UKI62 - Croydon

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

The London Borough of Croydon ("the Council") is seeking to engage providers for the provision of Information, Advice and Guidance. The aim of a universal IAG service in Croydon is to improve and protect people's wellbeing, prevent problems from worsening and turning into crises, and reduce residents' need for other services. The Service will do this by providing high quality, free, independent, impartial and confidential advice, open to all Croydon residents across a range of topics. The Provider will offer services to include:

- General, accredited information and advice
- General casework
- Specialist casework
- Advocacy
- Research and campaigns work
- Financial capability work
- Digital training
- Volunteering opportunities
- Legal advice

Subject areas covered include but are not limited to:

- Welfare benefits
- Debt and money management
- Housing and Homelessness
- Employment issues
- Immigration
- Discrimination

The full scope of the contract requirements are provided in the Service Specifications, which form part of the Tender Documents. The Contract is for a period of 2 + 1 years (the "Term"). This procurement is in line with PCR2015 the open process. The required Services are being procured via a competitive tendering process and will run electronically via the Croydon Tenders Portal. All communication throughout the tender process will be via London Borough of Croydon E-Procurement Site - Home ([in-tendhost.co.uk](http://in-tendhost.co.uk)).

**II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 85%

Price - Weighting: 15%

**II.2.6) Estimated value**

Value excluding VAT: £975,000

**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 initial term of this contract is 24 months plus a potential 12 month extension (2+1)

#### **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

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### **Section III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **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

30 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

30 October 2024

Local time

12:00pm

Place

In-Tend

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## **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**

HM Courts and Tribunal Service

Royal Courts of Justice, The Strand London

London

WC2A

Telephone

+44 2079476000

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

HM Courts and Tribunal Service

HM Courts and Tribunal Service, Royal Courts of Justice, The Strand London WC2A

London

WC2A

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Review procedures are as set out in the Public Contract Regulations 2015 and are time limited. Any proceedings must be brought in the High Court of England and Wales.

**VI.4.4) Service from which information about the review procedure may be obtained**

HM Courts and Tribunal Service

Royal Courts of Justice, The Strand London

London

Country

United Kingdom