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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

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

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

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).

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

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

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

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 timelimited. 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