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Awarded contract

Social Welfare and Advice - re-tender

Cheshire west and Chester Borough Council

F03: Contract award notice

Notice reference: 2021/S 000-031177

Published: 15 December 2021, 8:52am

Section I: Contracting authority

I.1) Name and addresses

Cheshire west and Chester Borough Council

Civic Way Offices, Civic Way

Ellesmere Port

CH65 0BE

Contact

Mrs Debbie Pitcher

Email

debbie.pitcher@cheshirewestandchester.gov.uk

Telephone

+44 1244976943

Country

United Kingdom

NUTS code

UKD6 - Cheshire

Internet address(es)

Main address

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

Buyer's address

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

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

Social Welfare and Advice - re-tender

Reference number

DN572075

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 Council wish to develop an effective, co-ordinated, one front door model of good quality advice provision which meets the needs of the borough's residents. The Council wants to build on best practice and provide a person-centred service to deliver information and advice through a combination of assisted and supported advice (Tier 1) and specialist advice (Tier 2). This will be complemented by legal advice being delivered at Tier 3. All social care referral, homeless referral and or hospitalisation Tier 4 advice will be referred into the appropriate Council teams. The commissioned Service will act as the primary front door for all social welfare advice queries and host and an efficient and robust triage, referral and assessment function with clear connectivity to the wider social welfare and advice services offered both in and outside of the Council.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,255,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD6 - Cheshire

II.2.4) Description of the procurement

The Council wish to develop an effective, co-ordinated, one front door model of good quality advice provision which meets the needs of the borough's residents. The Council wants to build on best practice and provide a person-centred service to deliver information and advice through a combination of assisted and supported advice (Tier 1) and specialist advice (Tier 2). This will be complemented by legal advice being delivered at Tier 3. All social care referral, homeless referral and or hospitalisation Tier 4 advice will be referred into the appropriate Council teams. The commissioned Service will act as the primary front door for all social welfare advice queries and host and an efficient and robust triage, referral and assessment function with clear connectivity to the wider social welfare and advice services offered both in and outside of the Council.

II.2.5) Award criteria

Quality criterion - Name: quality / Weighting: 90

Price - Weighting: 10

II.2.11) Information about options

Options: Yes

Description of options

option to extend the contract 1+1 years

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

contract has now been awarded - standstill has concluded.

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: [2021/S 000-023950](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 December 2021

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Citizens Advice Cheshire West

Chester

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,255,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Director of Governance

Ellesmere Port

Country

United Kingdom