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Tender

## **Universal Information and Advice Service**

Cheshire East Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-031507

Procurement identifier (OCID): ocds-h6vhtk-040ef3

Published 25 October 2023, 3:41pm

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

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

Cheshire East Borough Council

Westfields, Middlewich Road

Sandbach

CW11 1HZ

#### **Contact**

Ms Tracy Roberts

#### **Email**

[tracy.roberts@cheshireeast.gov.uk](mailto:tracy.roberts@cheshireeast.gov.uk)

#### **Telephone**

+44 1270686973

#### **Country**

United Kingdom

**Region code**

UKD62 - Cheshire East

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

<https://www.the-chest.org.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.the-chest.org.uk/>

**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**

Universal Information and Advice Service

Reference number

DN685505

#### **II.1.2) Main CPV code**

- 98000000 - Other community, social and personal services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Provider will offer a free to access, financially related, Universal Information and Advice service that is available to all residents of Cheshire East. The service will be accessible through a number of channels including face to face, telephone, email and online. As residents are regularly presenting with complex needs that cover multiple issues, there will be a clear single pathway to access the service to ensure that residents needs are assessed appropriately.

Following initial contact, the Provider will assess the resident's issue(s) and if the issue is straightforward and can be dealt with during the initial contact they should do so, if not they will then offer further appointments to provide more time to resolve the resident's issue(s). Referrals received from referring partners will need to be triaged and prioritised to support those in greatest need first.

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

Value excluding VAT: £1,635,000

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

This contract is divided into lots: No

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

### **II.2.3) Place of performance**

NUTS codes

- UKD62 - Cheshire East

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

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Following initial contact, the Provider will assess the resident's issue(s) and if the issue is straightforward and can be dealt with during the initial contact they should do so, if not they will then offer further appointments to provide more time to resolve the resident's issue(s). Referrals received from referring partners will need to be triaged and prioritised to support those in greatest need first.

The universal information and advice service will:

“Provide timely, impartial and high quality support to residents in Cheshire East that require independent, financially related advice and information.”

Overall aims and purpose of the service

- Cheshire East Council is committed to building financial resilience and inclusion by supporting some of the most vulnerable residents in the borough, and the wider challenges that they may be encountering.
- The Provider will provide a financially related Universal Information and Advice service to all residents of Cheshire East. The service will be accessible via a single point of access to ensure residents needs are assessed appropriately.

The information and advice service should be:

- free
- independent
- confidential
- impartial

o problem-solving

o accessible through a variety of channels including face to face, telephone and online.

- The service will help those accessing the service to clearly understand information, secure their rights and support them to make informed decisions about any financially related issues that they may have.
- The service must be available and accessible to those in greatest need and appropriate for people with a physical disability, mental health problems or a learning disability. The service should prioritise residents with the highest level of needs. This will include residents that have been referred by the Council's adult social care team, benefits and housing teams.
- The service should locate its main provision in the two main towns of Crewe and Macclesfield, with outreach delivery in the eight care community areas and make use of the Connected Community Social Franchise centres, libraries and relevant partner locations

#### **II.2.5) Award criteria**

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

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

It will be renewed (up to 12 months prior) by the end of the initial contract period March 27 or

by the end of the full 4 year extended period March 28.

#### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

The initial term is 36 months. There are options to extend the contract of 2 x 12 month periods at the discretion of the Council. Notice of the Council's intention to extend will be provided in writing as per the terms and conditions.

### **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**

This opportunity is available to apply for on the Chest <https://www.the-chest.org.uk/>

Project Reference DN685505

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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

27 November 2023

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

27 November 2023

Local time

12:00pm

Information about authorised persons and opening procedure

The seal will be broken on the Chest at the date and time above by a senior member of the Legal Services Team at Cheshire East Council.

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Royal Courts of Justice

London

Country

United Kingdom

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

Precise information on deadline(s) for review procedures

In accordance with Regulation 86 (Notices of decisions to award a contract), Regulation 87

(Standstill Period)and Regulation 91 (Enforcement of duties through the court) of the Public

Contract Regulations 2015 (as amended).

Cheshire East Borough Council will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full

information on the award decision.

The standstill period, which will be for a minimum of 10 calendar days provides time for unsuccessful tenderers to review and scrutinize the award decision before the contract is entered into.