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Contract

Independent Advocacy Service for Children and Adults

North Ayrshire Council

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2023/S 000-031769

Procurement identifier (OCID): ocids-h6vhtk-03dc92

Published 27 October 2023, 11:35am

Section I: Contracting authority

I.1) Name and addresses

North Ayrshire Council

Cunninghame House, Friars Croft

Irvine

KA12 8EE

Email

Andrewkerr@north-ayrshire.gov.uk

Country

United Kingdom

NUTS code

UKM93 - East Ayrshire and North Ayrshire mainland

Internet address(es)

Main address

<http://www.north-ayrshire.gov.uk>

Buyer's address

http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00337

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

Independent Advocacy Service for Children and Adults

Reference number

NAC-5148

II.1.2) Main CPV code

- 85312300 - Guidance and counselling services

II.1.3) Type of contract

Services

II.1.4) Short description

The tender will be in two lots.

Lot 1 : An independent advocacy service for Adults and Older People

Lot 2: An independent advocacy service for Children and Young People

Advocacy has two main themes:

- speaking up for and with people who cannot communicate on their own or whom despite being able to do so are not being heard, helping them to express their views and make their own decisions and contributions; and
- safeguarding individuals who are at risk.

The aims of advocacy services are to:

- Safeguard people who can be treated unfairly as a result of institutional and systemic barriers as well as prejudice and individual, social, and environmental circumstances that make them vulnerable
- Empower people who need a voice or stronger voice by enabling them to express their own needs and make their own decisions

- Enable people to gain access to information, explore and understand their options, and to make their views and wishes known
- Speak up on behalf of people who are unable to do so for themselves.

The locations at which the Independent advocacy will be delivered will include: the Provider's own premises; the Service Users preferred location; the Service Users home, hospital or care home or other residential setting.

The contract will start on 01/04/2024 to 31/03/2027 with an option to extend for 24 months.

The contract will be let under North Ayrshire Council's Terms and Conditions of Contract for Health and Social Care Services

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £2,449,944

II.2) Description

II.2.1) Title

Lot 2 : An Independent Advocacy service for Adults and Older People

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85312300 - Guidance and counselling services
- 85312310 - Guidance services

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

II.2.4) Description of the procurement

An Independent Advocacy service for Adults and Older People

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) Description

II.2.1) Title

Lot 1: An Independent Advocacy service for Children and Young People

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85312300 - Guidance and counselling services
- 85312310 - Guidance services

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

II.2.4) Description of the procurement

An Independent Advocacy service for Children and Young People

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) Form of procedure

Open procedure

IV.1.10) Identification of the national rules applicable to the procedure

Information about national procedures is available at:

<http://www.gov.scot/Topics/Government/Procurement>

IV.1.11) Main features of the award procedure

This procurement is based on the most economically advantageous tender ("MEAT") on the basis of best price and quality ratio, where price is 30% and quality is 70%. Please see PCS-Tender for further information.

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-018140](#)

Section V. Award of contract

Lot No

2

Title

Lot 2 : An Independent Advocacy service for Adults and Older People

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 October 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

V.2.3) Name and address of the contractor

VoiceAbility Advocacy

Mount Pleasant House, Huntington Road

Cambridge

CB3 0RN

Telephone

+44 3003031660

Country

United Kingdom

NUTS code

- UKM93 - East Ayrshire and North Ayrshire mainland

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

Total value of the contract/lot: £1,605,737

Section V. Award of contract

Lot No

1

Title

Lot 1: An Independent Advocacy service for Children and Young People

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 October 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

V.2.3) Name and address of the contractor

Barnardo's

Tanners lane, Barkingside,

Ilford

IC61QG

Telephone

+44 1418847896

Country

United Kingdom

NUTS code

- UKM93 - East Ayrshire and North Ayrshire mainland

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

Total value of the contract/lot: £844,207

Section VI. Complementary information

VI.3) Additional information

Bidders are required to provide 1 examples of services carried out in the past 3 years per lot that demonstrates they have the relevant experience to deliver the services described in the Contract Notice. The services must be of a similar value, size and scope.

Unsatisfactory experience will result in exclusion from the tender process.

Bidders must also provide 1 satisfactory references for the same 1 contracts on the reference templates provided per lot. References should be completed and signed by previous customers for contracts of a similar value, size and scope. If any of the referees score the bidder less than 2 the bidder will be excluded from the tender process.

Completed experience and reference templates must be zipped and uploaded at question 4C.1 of the qualification envelope.

Bidders who intend to use a supply chain to deliver the requirements detailed in the Contract Notice, must confirm they have (or have access to) the relevant supply chain management and tracking systems to ensure a resilient and sustainable supply chain. This will include confirmation that they have the systems in place to pay subcontractors through the supply chain promptly and effectively, and provide evidence when requested of:

- a) their standard payment terms.
- b) ?95% of all supply chain invoices being paid on time (in accordance with the terms of contract) in the last financial year.

Bidders unable to confirm (b) must provide an improvement plan, signed by their Director, which improves payment performance.

Bidders are required to confirm whether they intend to subcontract and, if so, for what proportion of the contract.

Bidders who intend to subcontract more than 25% to any individual organisation must ensure the SPD (Scotland) - Subcontractors Supplier Response is completed and uploaded at question 2C.1.

Quality Management Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent) or a documented policy regarding quality management, see attachment at SPD question 4D.1.

(SC Ref:748692)

VI.4) Procedures for review

VI.4.1) Review body

Kilmarnock Sheriff Court

Sheriff Court House, St Marnock Street

Kilmarnock

KA1 1ED

Telephone

+44 1563550024

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/>