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Planning

## **Advice and Information Services**

The Highland Council

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-031932

Procurement identifier (OCID): ocids-h6vhtk-038364

Published 11 November 2022, 9:10am

## **Section I: Contracting authority**

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

The Highland Council

Council Headquarters, Glenurquhart Road

Inverness

IV3 5NX

#### **Contact**

Sheila McKandie

#### **Email**

[sheila.mckandie@highland.gov.uk](mailto:sheila.mckandie@highland.gov.uk)

#### **Telephone**

+44 1463702411

#### **Country**

United Kingdom

**NUTS code**

UKM6 - Highlands and Islands

**Internet address(es)**

Main address

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

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00045](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00045)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**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**

Advice and Information Services

Reference number

HC/RSF/AIS/2023

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

- 79342300 - Customer services

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

Services

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

The provision of face to face advice and information services relating to debt management, benefits, housing and employment rights.

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

Value excluding VAT: £3,210,000

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

This contract is divided into lots: No

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

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

- 79342300 - Customer services

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

NUTS codes

- UKM - Scotland
- UKM6 - Highlands and Islands

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

Welfare, debt, housing and employment advice and information services are essential socio-economic levers for those accessing support. The Highland Council is inviting expressions of interest for the provision of face to face advice and information services relating to debt management, benefits, housing and employment rights. Access to these advice and support services must be available for free to all residents living in the Highland Council area. Face to face services must be provided Monday to Friday, 0900-1700 hrs, across the Highlands. The provider will be required to have offices available to public visitors in Caithness, Sutherland, Ross & Cromarty, Skye & Lochalsh, Lochaber, Inverness, Badenoch & Strathspey and Nairn. Face to face advice will be delivered by appointment, drop-in services and through outreach sessions held in local communities. Providers will also be required to provide representation for clients and preparation and submission of appeals, financial statements, tribunal documentation on clients' behalf. In addition to face to face services, providers will be required to offer online and telephone advice for clients.

### **II.2.14) Additional information**

The face to face and office elements of this requirement are on the basis of Monday to Friday, 0900 to 1700. This is a vital component of the requirement.

## **II.3) Estimated date of publication of contract notice**

10 January 2023

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

### **VI.3) Additional information**

The contract value over three years will be up to 3.21m GBP with the option to extend for up to a further 2 years

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=713090](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=713090).

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