

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/032533-2023>

Tender

## **Direct Payments Advice and Support Service**

Thurrock Council

F02: Contract notice

Notice identifier: 2023/S 000-032533

Procurement identifier (OCID): ocds-h6vhtk-04117d

Published 3 November 2023, 9:32am

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

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

Thurrock Council

Civic Offices, New Road

Grays

#### **Email**

[procurement@thurrock.gov.uk](mailto:procurement@thurrock.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH32 - Thurrock

#### **Internet address(es)**

Main address

[www.thurrock.gov.uk](http://www.thurrock.gov.uk)

Buyer's address

<https://in-tendhost.co.uk/thurrockcouncil/asp/Home>

### **I.3) Communication**

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

<https://in-tendhost.co.uk/thurrockcouncil/asp/ProjectManage/1518>

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/thurrockcouncil/asp/ProjectManage/1518>

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/thurrockcouncil/asp/ProjectManage/1518>

### **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**

Direct Payments Advice and Support Service

Reference number

PS/2023/043

#### **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's requirement under this Contract is for the provision of Direct Payment Advice and Support service. The Council is seeking a provider that:

- Has a proven record of delivering a direct payment advice and support services to a good standard, ensuring dignity and respect at all times.
- Has proven experience of understanding and working with service users that are eligible for Adult Social Care services.
- Has appropriately trained staff who understand the importance of personalisation and how choice and control has a positive impact on people's lives.
- Is reflective and facilitate good practice by encouraging the service users and stakeholders to give feedback, which is used to improve its service offer.
- Is committed to supporting innovation and the creative use of direct payments to support users to meet their needs and aspirations.

The estimated contract value given in II.1.5 is for the full six year contract period (4+1+1).

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

Value excluding VAT: £750,000

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

This contract is divided into lots: No

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

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

- 85312310 - Guidance services
- 85000000 - Health and social work services
- 85321000 - Administrative social services
- 98000000 - Other community, social and personal services

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

NUTS codes

- UKH32 - Thurrock

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

The Council's requirement under this Contract is for the provision of Direct Payment Advice and Support service. Further information can be found in the specification.

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

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

### **II.2.6) Estimated value**

Value excluding VAT: £750,000

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

Start date

1 June 2024

End date

31 May 2028

This contract is subject to renewal

Yes

Description of renewals

The contract is for an initial four years with the option to extend by up to two years.

### **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

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

Please note the estimated contract value includes all extension options (a total of six years).

---

### **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: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

8 December 2023

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: 4 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

8 December 2023

Local time

12:00pm

---

## **Section VI. Complementary information**

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

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Further notices are expected either in four years, five years or six years, depending on whether the extension options are taken.

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

The estimated contract value is for the full six year contract period (4+1+1).The Council is operating this procurement under the Light Touch Regime for Social and Other Specific Services, as set out in the PCR 2015, at Section 7 (Regulations 74 to 77) and Schedule 3.

### **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

Thurrock Council shall incorporate a 10 calendar day standstill period starting the day after the date on which the award of the contract is communicated to tenderers, allowing unsuccessful tenderers to seek further debriefing from the Council before the contract is entered into.

