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Contract

FEW1503 - Provision of Welfare Advice Services – Generalist Advice (Tier 1 and 2)

Leicester City Council

F03: Contract award notice

Notice identifier: 2025/S 000-036677

Procurement identifier (OCID): ocids-h6vhtk-04c9f7

Published 2 July 2025, 10:38am

Section I: Contracting authority

I.1) Name and addresses

Leicester City Council

City Hall, 115 Charles Street

Leicester

LE1 1FZ

Contact

Mr Martin Grogan

Email

martin.grogan@leicester.gov.uk

Telephone

+44 1164545013

Country

United Kingdom

Region code

UKF21 - Leicester

Internet address(es)

Main address

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

Buyer's address

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

FEW1503 - Provision of Welfare Advice Services – Generalist Advice (Tier 1 and 2)

Reference number

DN768625

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 provision of Tier 1 and Tier 2 generalist welfare advice primarily through digital and telephony-based support – Monday to Friday (9:00am – 4.30pm) and Limited Face-to-Face appointments at York House, Leicester on Tuesdays and Thursdays.

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: £360,861

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKF21 - Leicester

II.2.4) Description of the procurement

The provision of Tier 1 and Tier 2 generalist welfare advice primarily through digital and telephony-based support – Monday to Friday (9:00am – 4.30pm) and Limited Face-to-

Face appointments at York House, Leicester on Tuesdays and Thursdays.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 0

Price - Weighting: 100

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- No tenders or no suitable tenders/requests to participate in response to open procedure

Explanation:

The Direct Award is being made after the Procurement Act 2023 has come into force, but the failed procurement was conducted under PCR 2015. It has been considered at which point LCC started discussions with the existing supplier with the intention of entering into a contract with them - this was prior to 24 February 2025 therefore regulation 32 of the PCR 2015 would still apply.

Regulation 32 (2) of the PCR 2015 states:

(2) The negotiated procedure without prior publication may be used for public works contracts, public supply contracts and public service contracts in any of the following cases:—

(a)where no tenders, no suitable tenders, no requests to participate or no suitable

requests to participate have been submitted in response to an open procedure or a restricted procedure, provided that the initial conditions of the contract are not substantially altered and that a report is sent to the Commission where it so requests;

If a contracting authority signalled its intent to enter into a contract with a supplier without prior publication of a contract notice, then it can continue to negotiate that contract under the previous legislation that was in place when the intention to award the contract was given. Discussions with the existing supplier started prior to 24 Feb 2025.

On this basis a Direct Award to the supplier for this service should be granted under Regulation 32(2) of the PCR 2015.

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: [2024/S 000-041120](#)

Section V. Award of contract

Contract No

FEW1503

Title

FEW1503 - Provision of Welfare Advice Services – Generalist Advice (Tier 1 and 2)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Citizens Advice Leicestershire

Clarence House, 46 Humberstone Gate

Leicester

LE1 3PJ

Country

United Kingdom

NUTS code

- UKF21 - Leicester

The contractor is an SME

Yes

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

Total value of the contract/lot: £360,861

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Construction and Technology Court (King's Bench Division)

Priority Courts, 33 Bull Street

Birmingham

B4 6DS

Country

United Kingdom