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Tender

## **Provision of welfare benefit, debt and housing advice services**

Birmingham City Council

F02: Contract notice

Notice identifier: 2024/S 000-037963

Procurement identifier (OCID): ocds-h6vhtk-04be51

Published 25 November 2024, 11:05am

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

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

Birmingham City Council

Victoria Square

Birmingham

#### **Contact**

Commercial and Procurement Services

#### **Email**

[etendering@birmingham.gov.uk](mailto:etendering@birmingham.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKG31 - Birmingham

**Internet address(es)**

Main address

[www.finditinbirmingham.com](http://www.finditinbirmingham.com)

Buyer's address

[www.in-tendhost.co.uk/birminghamcc](http://www.in-tendhost.co.uk/birminghamcc)

**I.3) Communication**

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

[www.in-tendhost.co.uk/birminghamcc](http://www.in-tendhost.co.uk/birminghamcc)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.in-tendhost.co.uk/birminghamcc](http://www.in-tendhost.co.uk/birminghamcc)

Tenders or requests to participate must be submitted to 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**

Provision of welfare benefit, debt and housing advice services

Reference number

P0823\_2024

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

- 75200000 - Provision of services to the community

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

Services

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

The Council wishes to establish a Contract for the provision of welfare benefit, debt and housing advice services. This contract is for independent third sector advice providers to deliver services relating primarily to welfare benefits, debt and housing advice to the citizens of Birmingham via face-to-face advice services. These services will likely be collocated with the Council within Community Library Hubs. There will be flexibility to deal with brief enquiries as well as to provide more detailed casework that delivers sustained improved financial and other outcomes for citizens. The services have been divided into 4 Lots: Lot 1 - Face-to-Face Advice and Area Leadership Role - North, Lot 2 - Face-to-Face Advice and Area Leadership Role - South, Lot 3 - Face-to-Face Advice and Area Leadership Role - East, Lot 4 - Face-to-Face Advice and Area Leadership Role – West and Central

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

Value excluding VAT: £2,000,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

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

### **II.2.1) Title**

Face-to-Face Advice and Area Leadership Role - North

Lot No

1

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

- 75200000 - Provision of services to the community

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

NUTS codes

- UKG31 - Birmingham

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

The Council wishes to use the overall resources available to:- Maximise the availability of face-to-face advice services to citizens via 'Community Library 'Hubs' and potentially at other community 'spokes' or other community events within the city. - Improve collaborative working at a local level between advice providers and the Council- Continue the local area leadership lead role for advice partners. - Develop a greater focus on preventative advice, digital first and self-serve options for citizens.- Contribute toward improved financial and public health outcomesFace-to-Face Advice and Area Leadership Role - North

### **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

36

This contract is subject to renewal

No

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

Variants will be accepted: No

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

Options: Yes

Description of options

Provision to extend for up to an additional 2 years subject to requirements and satisfactory performance. A break clause will be within the contract for year-two onwards to reflect the uncertain nature of the Public Health contribution to the overall contract funding.

### **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**

Face-to-Face Advice and Area Leadership Role - South

Lot No

2

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

- 75200000 - Provision of services to the community

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

NUTS codes

- UKG31 - Birmingham

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

The Council wishes to use the overall resources available to:- Maximise the availability of face-to-face advice services to citizens via 'Community Library 'Hubs' and potentially at other community 'spokes' or other community events within the city. - Improve collaborative working at a local level between advice providers and the Council- Continue the local area leadership lead role for advice partners. - Develop a greater focus on preventative advice, digital first and self-serve options for citizens.- Contribute toward

improved financial and public health outcomes Face-to-Face Advice and Area Leadership Role - South

### **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

36

This contract is subject to renewal

No

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

Variants will be accepted: No

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

Options: Yes

Description of options

Provision to extend for up to an additional 2 years subject to requirements and satisfactory performance. A break clause will be within the contract for year-two onwards to reflect the uncertain nature of the Public Health contribution to the overall contract funding.

### **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**

Face-to-Face Advice and Area Leadership Role - East

Lot No

3

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

- 75200000 - Provision of services to the community

**II.2.3) Place of performance**

NUTS codes

- UKG31 - Birmingham

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

The Council wishes to use the overall resources available to:- Maximise the availability of face-to-face advice services to citizens via 'Community Library 'Hubs' and potentially at other community 'spokes' or other community events within the city. - Improve collaborative working at a local level between advice providers and the Council- Continue the local area leadership lead role for advice partners. - Develop a greater focus on preventative advice, digital first and self-serve options for citizens.- Contribute toward improved financial and public health outcomesFace-to-Face Advice and Area Leadership Role - East

**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

36

This contract is subject to renewal

No

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: Yes

## Description of options

Provision to extend for up to an additional 2 years subject to requirements and satisfactory performance. A break clause will be within the contract for year-two onwards to reflect the uncertain nature of the Public Health contribution to the overall contract funding.

### **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**

Face-to-Face Advice and Area Leadership Role – West and Central

Lot No

4

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

- 75200000 - Provision of services to the community

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

NUTS codes

- UKG31 - Birmingham

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

The Council wishes to use the overall resources available to:- Maximise the availability of face-to-face advice services to citizens via 'Community Library 'Hubs' and potentially at other community 'spokes' or other community events within the city. - Improve collaborative working at a local level between advice providers and the Council- Continue the local area leadership lead role for advice partners. - Develop a greater focus on preventative advice, digital first and self-serve options for citizens.- Contribute toward improved financial and public health outcomes

Face-to-Face Advice and Area Leadership Role – West and Central

### **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

36

This contract is subject to renewal

No

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

Variants will be accepted: No

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

Options: Yes

Description of options

Provision to extend for up to an additional 2 years subject to requirements and satisfactory performance. A break clause will be within the contract for year-two onwards to reflect the uncertain nature of the Public Health contribution to the overall contract funding.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Further details will be provided in the tender documentation.

#### **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

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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

8 January 2025

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

8 January 2025

Local time

12:00pm

Place

Birmingham

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

The successful supplier will deliver a comprehensive advice service from between two to four Community Library Hubs, determined by the Council, within each geographical area. For the funding available the Council is seeking service providers who can ideally provide a minimum of two full time advisors, or equivalent part time, for a minimum of 48 weeks per year in each geographical area. The Contract will last for 3 years (unless terminated under the terms and conditions of contract) with the provision to extend for up to an additional 2 years subject to requirements and satisfactory performance. A break clause will be within the contract for year-two onwards to reflect the uncertain nature of the Public Health contribution to the overall contract funding. The contract may be awarded to a maximum of 4 supplier(s). For the Face-to-Face service, a bidder can bid for all lots but will only be awarded a maximum of two geographical areas to ensure a spread of Service Providers. However, as there are four geographical areas it is possible to have 4 different suppliers being awarded contracts for each of the 4 areas. Please note TUPE will apply to this contract. The TUPE information will be released to you upon receipt of a signed copy of Appendix 6 – TUPE Confidentiality Agreement. You are advised to fill this in as soon as possible on receipt and return via <https://in-tendhost.co.uk/birminghamccf> you are interested in quoting please click on the following link to access Birmingham City Council's tender Portal: <https://in-tendhost.co.uk/birminghamcc/> and submit your details to register as a bidder. We will send you a log on and password so you can download the Invitation to Tender document and supporting information; your completed ITT should be returned by 1200hrs on 8th January 2025 using the Supplier Portal.

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

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

High Court of Justice

Royal Courts of Justice, Strand

London

WC2A 2LL

Country

United Kingdom

**VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

N/A