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Tender

## **Westminster Advice Service Partnership**

Westminster City Council

F02: Contract notice

Notice identifier: 2024/S 000-039919

Procurement identifier (OCID): ocds-h6vhtk-049b4c

Published 11 December 2024, 1:14pm

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

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

Westminster City Council

64 Victoria Street

London

SW1E 6QP

#### **Email**

[tenders@westminster.gov.uk](mailto:tenders@westminster.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI - London

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

Main address

<https://wcc.ukp.app.jaggaer.com>

Buyer's address

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

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

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

<https://wcc.ukp.app.jaggaer.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://wcc.ukp.app.jaggaer.com>

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**

Westminster Advice Service Partnership

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

- 79140000 - Legal advisory and information services

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

Services

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

The Westminster Advice Service Partnership provides advisory services to support residents with; claiming benefits, debt problems, housing applications and challenges, energy support and planning applications.

It includes telephone and online support, face to face appointments, drop-in sessions, and a referral network to cross refer between agencies.

Areas of advisory focus include; welfare benefits, debt (including advice on switching energy suppliers and issuing of Debt Relief Orders), employment advice (not employability advice), housing (any issues related), managing and borrowing money, information and advice on income maximisation through finance advice, immigration to OISC level 1 and 2, energy advice and other advice specific to priority care groups.

The service will consist of the following components and will be delivered across three levels. All levels will be expected to be accessible to all service users:

Information (Level One) - An information service gives clients the information they need, for them to know and do more about their situation. It can include signposting, providing factual information about the role of another organisation, and/or how to find or contact that organisation. Responsibility for taking any further action rests with the client.

Advice (Level Two) - An advice service involves: a diagnosis of the client's enquiry and the issues involved, giving information and explaining options, identifying further action the client can take, and some assistance: e.g. contacting third parties to seek information; filling in forms. This would usually be completed with one interview although there may be some follow-up work. The client would take responsibility for any further action.

Advice with Casework (Level Three) - Some advice with casework service includes all the elements of an advice service previously listed and also involves taking action on behalf of the client to move the case on. It could include negotiating on behalf of the client with third parties on the telephone, by letter or face-to-face. It will usually involve follow-up work and the adviser would take responsibility for this.

We're currently anticipating a contract term of five and a half years and two two-year allowable extensions (5.5 + 2 + 2).

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

Value excluding VAT: £14,877,699

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

This contract is divided into lots: No

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

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

- 75210000 - Foreign affairs and other services
- 98113000 - Services furnished by specialist organisations

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

NUTS codes

- UKI32 - Westminster

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

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**Advice (Level Two)** - An advice service involves: a diagnosis of the client's enquiry and the issues involved, giving information and explaining options, identifying further action the client can take, and some assistance: e.g. contacting third parties to seek information; filling in forms. This would usually be completed with one interview although there may be some follow-up work. The client would take responsibility for any further action.

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#### **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: £14,877,699

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

Start date

16 September 2025

End date

31 March 2031

This contract is subject to renewal

Yes

Description of renewals

5.5 + 2 + 2

Initial Contract Period of 16th September 2025 - 31st March 2031

Extension Option 1 until 31st March 2033

Extension Option 2 until 31st March 2035

#### **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

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### **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

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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.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-029605](#)

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

Date

31 January 2025

Local time

5:00pm

#### **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: 6 (from the date stated for receipt of tender)

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

Date

3 February 2025

Local time

8:00am

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **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**

This opportunity and all associated procurement documents will be accessible via our City of Westminster Procurement and Contracts portal ("the Portal"), kindly visit <https://wcc.ukp.app.jaggaer.com> and search for the following reference: ITT\_30113. If you have any questions, please submit these through the portal.

Our portal is free to register on.

To view details of the Opportunity via the Portal please click the following link and click on Opportunities: <https://wcc.ukp.app.jaggaer.com>

Or browse as follows:

- Connect to <https://wcc.ukp.app.jaggaer.com>
- Enter your Username and Password
- Go to Published Opportunities
- Click on the Project Title to view details

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

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

The High Court of Justice

The Royal Court of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for review procedures:

In accordance with Regulation 86 (Notices of decisions to award a contract), Regulation 87 (Standstill Period) and Regulations 91 (Enforcement of duties through the Court) of the Public Contracts Regulations 2015 (as amended).