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Tender

Telephone Debt Advisory

Clarion Housing Group

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-057843

Procurement identifier (OCID): ocds-h6vhtk-0528b6 ([view related notices](#))

Published 18 September 2025, 4:09pm

Scope

Description

Clarion is sourcing a capable supplier to provide our residents with telephone debt advice services. The Intender contract length is three years, with the option to extend for a further 12 months twice. Please use the link below to access the opportunity and express interest: https://atamis-clarionhousing.my.salesforce-sites.com/ProSpend__CS_ContractPage?SearchType=Projects&uid=a1MWT000000d4F32AI&searchStr=&sortStr=Recently+Published&page=1&filters=&County=

Total value (estimated)

- £333,333 excluding VAT
- £400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 27 February 2026 to 28 February 2029
- Possible extension to 28 February 2031
- 5 years, 2 days

Description of possible extension:

Possibly two 12-month extensions

Main procurement category

Services

CPV classifications

- 75200000 - Provision of services to the community
- 85312310 - Guidance services

Contract locations

- UK - United Kingdom

Participation

This procurement is reserved for

Supported employment providers

Legal and financial capacity conditions of participation

Please see PSQ Requirements.

Technical ability conditions of participation

Please see the drafted specification and quality questions.

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

13 October 2025, 9:30am

Submission type

Requests to participate

Deadline for requests to participate

20 October 2025, 12:00pm

Submission address and any special instructions

<https://atamis-clarionhousing.my.site.com/s/Welcome>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

1 to 4 suppliers

Selection criteria:

PSQ Response

Award decision date (estimated)

23 January 2026

Recurring procurement

Publication date of next tender notice (estimated): 28 February 2030

Award criteria

Name	Description	Type	Weighting
Quality	Quality aspects: Vulnerable Clients; Communication; Customer Service; Client Relationships; Support Clients and Social Value.	Quality	70.00%
Price	The price guide states £80k per 250 cases annually.	Price	30.00%

Other information

Payment terms

30 days on a valid invoice

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

It is proposed that a multi-stage procurement be conducted. The first stage will involve passing mandatory and compliance standards, as specified in a Tender Notice placed on the Central Digital Platform (the Tender Notice). Then, the shortlisted top-scoring bidders will be invited to submit bids. The third stage will be the interview/negotiation stage, which might lead to amending the specification for final submission. The contract will be awarded to the top-scoring bidder. Contract award will be based on the most advantageous tender, where 60% of the award will be allocated to quality and 40% to price.

Contracting authority

Clarion Housing Group

- Public Procurement Organisation Number: PQND-5289-JNDN

5th Floor, Greater London House, Hampstead Road

London

NW1 7QX

United Kingdom

Contact name: Aivars Kalvans

Telephone: 020 3840 0069

Email: aivars.kalvans@clarionhg.com

Website: <http://www.clarionhg.com>

Region: UKI31 - Camden and City of London

Organisation type: Public authority - sub-central government