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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=](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

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## **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)

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## **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

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## Award criteria

<b>Name</b>	<b>Description</b>	<b>Type</b>	<b>Weighting</b>
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%

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## Other information

### Payment terms

30 days on a valid invoice

### Applicable trade agreements

- Government Procurement Agreement (GPA)

### Conflicts assessment prepared/revised

Yes

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## 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.

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## 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

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

Region: UKI31 - Camden and City of London

Organisation type: Public authority - sub-central government