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Contract

City Advice Service

The Mayor and Commonalty and Citizens of the City of London

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-069791

Procurement identifier (OCID): ocds-h6vhtk-0501ec ([view related notices](#))

Published 30 October 2025, 2:54pm

Scope

Reference

itt_51

Description

The Service Provider (also referred to as Lead Provider) will provide a free, impartial and non-judgmental Information and Advice service to service users.

(OPTION 1 - CITY RESIDENTS AND HRA TENANTS ONLY) is commissioned.

The City of London Corporation is re-commissioning the Service. The aim is to make the most effective use of resources, with a focus on early intervention and prevention, and includes duties from legislation, including the Care Act 2014, Children and Families Act 2014 and the Welfare Reform Act 2012.

The service will:

- Deliver effective outcomes for service users who require information and advice

- Maximise the potential for efficiency savings and ensure that the service can continue to demonstrate value for money whilst delivering outstanding outcomes for service users.
- Deliver a service that meets the needs of The City Corporation's diverse communities

The document describes the service to be provided by the Service Provider.

Information is provided on the local service context, the required quality standards and Key Performance Indicators (KPI) that will be used to monitor the service.

Different levels of information and advice will be required on a variety of levels, including self-help support (signposting service users to sources of information and guidance, providing webinars, online guided support) through to complex casework comprising multiple agencies. Although not expected to provide legal advice directly, the service would be expected to enable and facilitate access to free legal advice and representation, including at Court hearings, welfare benefit appeal tribunals and employment tribunals.

Bids will be accepted from single organisations who can satisfy the requirements of the specification themselves, or from a Lead Provider who sub-contracts elements of the service to other specialist organisations. The City of London will contract with the Lead Provider.

Following a 3 month mobilisation period, the service will be delivered for a three (3) year period beginning in November 2025, with an option to extend for a further two periods each of 12 months after the initial contract term.

The Service will consist of four service components. The components are designed to link and work together and it is the responsibility of the Lead Provider to enable this.

- Service Component 1 - Lead Provider Management function

Coordinating and performance managing the other components, monitoring and evaluation, maintaining accreditation, and representing the service

- Service Component 2 – Open access Information and Advice across multiple channels (Triage model)

Open access Information and Advice across multiple channels (Triage model): Provision of initial contact and first step information and advice to clients across a range of channels, including but not limited to face-to-face surgeries, phone lines, website and self-service options.

- Service Component 3 – Pro-active awareness raising and education

Pro-active awareness raising and education, including pro-active targeting of Service Users to promote and raise awareness of information and advice services available, supporting training and encouraging self-help to users, including webinars and talks.

- Service Component 4 - Specialist Advice / Casework

This component includes areas where more intensive, specialist support is needed and case management is required, including either multiple contacts with an advisor, or where the advisor takes action on behalf of the client to address the issue. This will potentially include representing a client in court and could include referrals to outside agencies or partners, which would be at no cost to the client.

Contract 1. City Advice Service

Supplier

- Toynbee Hall

Contract value

- £950,000 excluding VAT
- £1,140,000 including VAT

Above the relevant threshold

Date signed

29 October 2025

Contract dates

- 1 November 2025 to 31 October 2028
- Possible extension to 31 October 2030
- 5 years

Description of possible extension:

Optional 2 year extension

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Optional 2 years extension

CPV classifications

- 75200000 - Provision of services to the community

Contract locations

- UKI - London

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Supplier

Toynbee Hall

- Public Procurement Organisation Number: PWDG-4746-DHZG

28 Commercial Street

London

E1 6LS

United Kingdom

Email: andrew.key@toynbeehall.org.uk

Region: UKI42 - Tower Hamlets

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. City Advice Service

Contracting authority

The Mayor and Commonalty and Citizens of the City of London

- Public Procurement Organisation Number: PYQD-1693-MYXR

PO Box 270

City of London

EC2P 2EJ

United Kingdom

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Region: UKI43 - Haringey and Islington

Organisation type: Public authority - sub-central government