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Tender

Contract for the Provision of Independent Advice and Information Service in Swansea

City & County of Swansea

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

Notice identifier: 2025/S 000-075930

Procurement identifier (OCID): ocds-h6vhtk-05e615

Published 21 November 2025, 10:54am

Scope

Reference

CCS-25-180

Description

Swansea Council is seeking to appoint a Swansea based Third Sector/Not for Profit organisation to facilitate and run an Independent Advice and Information Service in Swansea.

People need different types of advice and guidance at different times in their lives and should be able to get help in a way that best meets their needs. We are seeking to appoint an organisation to provide free, independent, confidential and impartial quality assured advice for citizens of Swansea.

Total value (estimated)

- £700,000 excluding VAT
- £700,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

Contract Period: 01st April 2026– 31st March 2029

with option to extend until 31st March 2031

Main procurement category

Services

CPV classifications

- 75000000 - Administration, defence and social security services

Contract locations

- UK - United Kingdom
-

Participation

Legal and financial capacity conditions of participation

Please see procurement documents

Technical ability conditions of participation

Please see procurement documents

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

15 December 2025, 12:00pm

Tender submission deadline

22 December 2025, 12:00pm

Electronic auction will be used

Yes

Submission address and any special instructions

Tender documents can be accessed (for free) via the following link;<https://etenderwales.bravosolution.co.uk/web/login.shtml>Please search for the following ITT code and description;

ITT: itt_121445 - Contract for the Provision of Independent Advice and Information Services in Swansea

Tenders can also be submitted via the e-TenderWales portal;
<https://etenderwales.bravosolution.co.uk/web/login.shtml>

All suppliers must register on a new UK Government Central Digital Database in addition to being registered on Sell2Wales in order to be considered for this procurement. Suppliers that wish to participate in this Procurement are responsible for ensuring that the Central Digital Platform contains complete, accurate and up-to-date information about their organisation and any Associated Suppliers which are relevant for the purposes of this Procurement. Suppliers must notify the Authority immediately if it is unable to register on the Central Digital Platform and/or provide accurate and up-to-date information via the Central Digital Platform. Further details on the Central Digital Platform and registration are below:

<https://www.sell2wales.gov.wales/helpandresources/cdp/procurementact2023> and Information and guidance for suppliers - GOV.UK

Economic operators interested in submitting a tender can download the tender documents from the eTenderWales portal (<http://etenderwales.bravosolution.co.uk>) you will need to register with eTenderWales if you are not already registered. Please see below instructions on how to register.

1. Register your company on the eTenderWales portal (this is only required once):

- Navigate to the portal: <http://etenderwales.bravosolution.co.uk>
- Click the “Suppliers register here” link.
- Enter your correct business and user details.
- Note the username you chose and click “Save” when complete.
- You will shortly receive an e-mail with your unique password (please keep this secure).

— Agree to the terms and conditions and click “continue”.

2. Express an interest in the project:

— Login to the portal with your username/password.

— Click the “ITTs Open to All Suppliers” link (these are the ITTs open to any registered supplier).

— Click on the relevant ITT to access the content.

— Click the “Express Interest” button in the “Actions” box on the left-hand side of the page.

— This will move the ITT into your “My ITTs” page (this is a secure area reserved for your projects only).

— Click on the ITT code. You can now access any attachments by clicking the “Settings and Buyer Attachments” in the “Actions” box.

3. Responding to the invitation to tender:

— You can now choose to “Reply” or “Reject” (please give a reason if rejecting).

— You can now use the “Messages” function to communicate with the buyer and seek any clarification.

— Note the deadline for completion, then follow the onscreen instructions to complete the ITT.

— There may be a mixture of online and offline actions for you to perform (there is detailed online help available).

If you require any further assistance use the online help. Alternatively, the BravoSolution helpdesk can be contacted (Monday to Friday, 8:00 to 18:00) on:

— E-mail: help@bravosolution.co.uk

— Phone: +44 8003684850

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=148324

(WA Ref:148324)

The buyer considers that this contract is suitable for consortia.

(WA Ref:149437)

The buyer considers that this contract is suitable for consortia bidding.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

- Welsh
- English

Award decision date (estimated)

21 February 2026

Recurring procurement

Publication date of next tender notice (estimated): 22 November 2030

Award criteria

Name	Type	Weighting
Technical	Quality	60.00%
Price	Cost	40.00%

Other information

Payment terms

Please see procurement documents

Description of risks to contract performance

Please see procurement documents

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Justification for not publishing a preliminary market engagement notice

As per section 17(1)(b) of the Procurement Act 2023, The Council has utilised its subject matter experts knowledge to identify the preferred and most relevant approach to the market given the requirements of this particular procurement activity.

Contracting authority

City & County of Swansea

- Public Procurement Organisation Number: PYYD-8699-BJGD

Civic Centre

Swansea

SA1 3SN

United Kingdom

Contact name: Natalie Phillips

Email: procurement@swansea.gov.uk

Website: <http://www.swansea.gov.uk/dobusiness>

Region: UKL18 - Swansea

Organisation type: Public authority - central government

Devolved regulations that apply: Wales