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Award

SBC1025 Provision of contract for the provision of an accessible financial advice service across Stevenage including specialist housing support

Stevenage Borough Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-085246

Procurement identifier (OCID): ocds-h6vhtk-054e3d ([view related notices](#))

Published 22 December 2025, 9:57am

Scope

Reference

CCD 01611

Description

Stevenage Borough Council are currently seeking tenders for the provision of an accessible financial advice service including specialist housing support. The Council requires the provision of a free, tailored and confidential financial information and advice service within Stevenage. This information and advice must be impartial and accessible to all Stevenage residents irrespective of race, gender, age, sexual orientation, religion/belief, disability or socio-economic factors. The service must result in added social value to the residents and town of Stevenage through increased uptake of benefits and other awards, increased wellbeing and life chances for residents, and a reduction in hardship. It must also add value to the work of the voluntary and public sector in tackling issues of social exclusion for residents living across the town. The contract will also cover the requirement for specialist support and advice through a Court Desk Worker and

Welfare Benefits Officer. The contract period is for an initial term of 3 years, the Council shall be entitled at its absolute discretion to extend the contract period for a further 2 years. The tender documents can be accessed from the 'My Tenders' area of the Supply Hertfordshire website <https://intendhost.co.uk/supplyhertfordshire.aspx/Home> and selecting the 'View Details' button of this project. Please note the deadline for returns and allow sufficient time to make your return as late returns will not be permitted. Any questions relating to this tender should be made via correspondence on the website and can be addressed to the main contact as shown in the details above.

Contract 1. SBC1025 Provision of contract for the provision of an accessible financial advice service across Stevenage including specialist housing support

Supplier

- [Stevenage Citizens Advice Bureau trading as Citizens Advice Stevenage](#)

Contract value

- £805,000 excluding VAT
- £966,000 including VAT

Above the relevant threshold

Award decision date

22 December 2025

Date assessment summaries were sent to tenderers

22 December 2025

Standstill period

- End: 6 January 2026
- 8 working days

Earliest date the contract will be signed

12 January 2026

Contract dates (estimated)

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

Description of possible extension:

3 year term with a possible 2 year extension

Main procurement category

Services

CPV classifications

- 66171000 - Financial consultancy services
 - 75123000 - Administrative housing services
 - 79412000 - Financial management consultancy services
-

Information about tenders

- 1 tender received
 - 1 tender assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 0 suppliers unsuccessful (details included for contracts over £5 million)
-

Procedure

Procedure type

Open procedure

Supplier

Stevenage Citizens Advice Bureau trading as Citizens Advice Stevenage

- Companies House: 03836106

6th Floor Daneshill House, Danestrete

Stevenage

SG1 1HN

United Kingdom

Email: melanie.belhaj@castevenage.org.uk

Website: <https://www.stevenagecab.org.uk/>

Region: UKH23 - Hertfordshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

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Contracting authority

Stevenage Borough Council

- Public Procurement Organisation Number: PHLV-8626-LHWZ

Daneshill House, Danestrete

Stevenage

SG1 1HN

United Kingdom

Email: procurement@stevenage.gov.uk

Website: <https://www.stevenage.gov.uk/>

Region: UKH23 - Hertfordshire

Organisation type: Public authority - sub-central government