
To: Finance, Resources and Customer Services Policy Board

On: 28 March 2018

Report by: Chief Executive

Heading: External Advice Services

1. Summary

- 1.1 The purpose of this report is to seek the approval of Finance, Resources and Customer Services Policy Board to award a contract for External Advice Services for Lot 1 and Lot 2, reference RC/CPU/17/098.
 - 1.2 The procurement exercise was conducted in accordance with the “light touch” rules for above EU Threshold requirements on the basis of an open-type procedure for Services and the Council’s Standing Orders relating to Contracts.
 - 1.3 A Contract Strategy was approved by the Head of Policy & Commissioning and the Strategic Procurement Manager on 19 December 2017.
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2. Recommendations

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board authorise:
 - (a) The Head of Corporate Governance to award the contract for Advice Services, Lot 1 – General Advice & Advice Renfrewshire Website/Phoneline and Lot 2 – Community Based Legal Advice to Renfrewshire Citizens Advice Bureau;
 - (b) The contract period for both Lots is 3 years;
 - (c) The contract value for Lot 1 will be £726,000 and Lot 2 will be £285,000. The total Advice Services contract value will be £1,011,000 excluding VAT.

3. Background

- 3.1 Renfrewshire Council requires proactive external “Advice Services” for delivery to the residents of Renfrewshire Council. The General Advice service will include advice on money/debt, financial capability, welfare benefits, housing and employment. The Community Based Legal service will provide advice with regards to housing, homelessness, employment, debt, public law, community care and disability and welfare rights.
- 3.2 A contract notice was published on the Public Contract Scotland website advertising the requirement and dispatched in the Official Journal of the European Journal (OJEU) on Thursday 23 December 2017 with the tender documentation available for downloading from the Public Contract Scotland – Tender platform.
- 3.3 Fourteen (14) suppliers noted an interest, of which two(2) tender submissions were received by the closing date for the receipt of tender submissions at noon, on 2nd February 2018. One (1) submission was subsequently withdrawn.
- 3.6 The one (1) tender submission was evaluated against a pre-determined set of criteria in the form of the European Single Procurement Document (ESPD) evaluated by representatives from the Corporate Procurement Unit, Health and Safety and Risk against pre-determined bidder selection criteria which assessed competence and expertise. The tenderer met them minimum requirements.
- 3.7 The Bid was then evaluated against a set of published Award Criteria for Lot 1 and Lot 2, which was based on an overall weighting of 90% for Quality and 10% for Price.
- 3.8 The scores relative to the award in respect of the individual lots are as follows:

Lot 1 – General Advice & Advice Renfrewshire Website/Phoneline			
Tenderer Name	Quality Score (90%)	Price Score (10%)	Total Score (100%)
Renfrewshire Citizens Advice Bureau	63.85	10	73.85

Lot 2 – Community Based Legal Advice			
Tenderer Name	Quality Score (90%)	Price Score (10%)	Total Score (100%)
Renfrewshire Citizens Advice Bureau	62.97	10	72.97

- 3.9 Community Benefits were requested as part of the procurement process and

Renfrewshire Citizens Advice Bureau advised within their tender submission that the following Community Benefits would be delivered for both Lot 1 and Lot 2:

Community Benefit Description	No of People / Activity
New Entrant - Employability Support	1
Work Experience Placements (16 + years of age)	3
Further Education Visits	6
Work Experience Placements (14 + years of age)	3

Implications of the Report

1. Financial

The financial status of Renfrewshire Citizens Advice Bureau has been assessed and satisfies the Council's requirements.

Financial costs will be met by the Chief Executive's Services budget.

2. HR & Organisational Development

None.

3. Community/Council Planning –

- Our Renfrewshire is well –*

The aim of the advice service being delivered by the contract is to improve quality of life for the citizens of Renfrewshire “the client”, especially those in vulnerable groups and communities by ensuring timely advice is available around benefits advice, income maximisation, managing debt and other appropriate advice. The service delivered by the contract will not only equip clients with increased financial stability and resilience, but by working in partnership with other advice organisations, including Advice Works, the service will contribute to the holistic wellbeing of the client, building their confidence and positivity about the future, their sense of wellbeing and ability to have control over their own lives.
- Building strong, safe and resilient communities –*

By demonstrating knowledge, understanding and expertise in approaches to engaging difficult to reach clients, the advice service delivered through the contract will seek to specifically target priority client groups who do not currently access, or face barriers to accessing advice services. Furthermore the service will be non-stigmatising, responsive in their approach and work with local

communities to establish their need, empowering local people to become more involved in the service. The service will:

- Build community capacity and resilience, empowering individuals and organisations to support themselves and others in a sustainable way through provision and access to robust and effective advice and information services.
- Deliver advice which empowers communities, with an emphasis on early intervention and prevention (spreading expertise of different levels and complexity to intervene and reduce difficulties, with the longer term aim of reducing the demand on specialist advice services at an advanced level or when in crisis) and sustainability (an implementation strategy which builds individuals' and communities knowledge, capacity and resilience to resolve their own issues with the appropriate tools, training and resources).
- *Tackling inequality, ensuring opportunities for all –*
The advice delivered through the two lots of the contract will tackle inequality by enhancing the current advice provision in Renfrewshire. The new advice contract will ensure the advice service treats clients in a holistic way, maximising their income and minimising outgoings through appropriate advice. Furthermore the service will work in partnership with a wide variety of other relevant organisations to help solve clients issues. The new advice contract is intended to enhance client's financial and other wellbeing, and we will measure the benefits of the advice provided: specifically whether:
 - Clients are more positive about and able to deal with things in future
 - Clients have increased financial stability and resilience
 - Clients report increased health and wellbeing.
 - The service meets the needs of clients.
- The community benefits submitted under this contract are listed within section 3.9 of this report.

4. **Legal**

The procurement exercise for these Services was conducted in accordance with definition of a "social and other specific" service under the Public Contract (Scotland) Regulations 2015, and the Council's Standing Orders Relating to Contracts.

5. **Property/Assets**

Not applicable.

6. **Information Technology**

No Information Technology implications have arisen or are anticipated.

7. **Equality & Human Rights**

(a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety**

Renfrewshire Citizens Advice Bureau health and safety submissions were evaluated by Corporate Health and Safety and met the Council's requirements regarding health and safety.

9. **Procurement**

The procurement exercise for these Services was conducted in accordance with the definition of a "social and other specific" service under the Public Contract (Scotland) Regulations 2015, and the Council's Standing Orders Relating to Contracts.

10. **Risk**

Renfrewshire Citizens Advice Bureau has been assessed and evaluated to confirm that they have met the minimum requirements regarding insurable risk.

11. **Privacy Impact**

No Privacy Impact implications have been identified or are anticipated

12. **Cosla Policy Position**

No Cosla Policy Position implications have arisen or are anticipated

List of Background Papers

(a) None

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