

Portal Contract Reference: DN441999

Internal Contract Reference: HAC521

Contract Title: Information, Advice and Advocacy (IAA) Services

Expressions of interest start date: 17/02/2020

Return of tenders/bids end date: 20/03/2020

Initial Contract Duration: 36 months (Three years)

Extensions: 12 + 12 months (1 + 1 year)

Contract Start Date: 1 October 2020

Estimated Contract Value (including extensions): £3,360,000

Description:

This procurement aims to secure a competent contractor for the delivery of an integrated Information, Advice and Advocacy (IAA) service for Tower Hamlets residents.

The service will support the council to manage demand on its adult social care front door and health services by providing free, independent, quality-assured information, advice and advocacy across health, social care and social welfare in order to resolve issues and prevent or delay needs/problems escalating, and support residents to live independent, healthy and fulfilling lives.

The service will be linked in with preventative services across the borough such as social prescribing, care and community navigators as well as hospitals and others. The IAA service will offer early help and support to residents and carers through: a digital portal, a telephone based triage/information/advice service and face-to-face outreach support.

A supplier briefing will take place on **Friday 28 February 2020** from **2-4pm** at the Professional Development Centre, 229 Bethnal Green Rd, London E2 6AB.

Please contact Jahed Mortuza by email to register or for more information at jahed.mortuza@towerhamlets.gov.uk by 4pm, on the 27 February.

Additional Information:

Bidders should note that This Tender process has been issued by London Borough of Tower Hamlets in accordance with the Public Contract Regulations 2015 ("the Regulations") Schedule 3 ("Light Touch") services. This Procurement Exercise will therefore be run in accordance with the Public Contracts Regulations 2015 as they apply to "light touch" services.

While the Authority is following a process broadly corresponding to a Competitive Procedure with Negotiations under the Public Contracts Regulations 2015 neither that fact nor any other statements, acts or omissions of the Authority in connection with this Procurement Exercise should be taken as indicating that the Authority intends to be bound by the provisions of the Public Contracts Regulations 2015 or the general principles of the Treaty on the Functioning of the European Union to any greater extent than applies by law.

Organisations wishing to express their interest are requested to **register** on the London Tenders Portal (www.londontenders.org) where the opportunity documentation will be available for download. You will be required to complete an online questionnaire.

Organisations must ensure that access to the system is available to their representatives dealing with the contract and that this contact is updated as and when required.

The council will not be liable for the lack of delegated access within the organisation and will not send any documentation regarding the opportunity, which shall be exclusively available through the portal.

Suppliers are responsible for allowing sufficient time to submit their Application. The Council accepts no liability whatsoever for tenders that are not submitted due to internet connectivity issues, transmission delays or errors.

Council is an Equal Opportunities Employer and a supporter of Ethical Governance, our protocol can be found [HERE](#) Or via <http://www.towerhamlets.gov.uk/>

If you require any further information prior to submit and expression of interest please contact the Council via email procurement@towerhamlets.gov.uk quoting the contract internal reference number.