|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| The quote process will follow the input requirements as identified in Contracts Finder. This document should be used as a template for completion of the Contracts Finder advertising requirements**Section 1****Summary Information**

|  |  |
| --- | --- |
| Reference number | Tenant Charter |

|  |  |
| --- | --- |
| Notice Title | Tenant Charter – Single Point of Contact  |

|  |  |  |  |
| --- | --- | --- | --- |
| Closing date for quote | 10 | 05 | 2021 |

If you do not know the exact dates you should input an estimate

|  |  |  |
| --- | --- | --- |
| Contract start date  |  | Contract end date |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 01 | 08 | 2021 |  |  |  | 31 | 07 | 2023 |

|  |  |
| --- | --- |
| Primary reference | N/A |

|  |  |
| --- | --- |
| Lowest value (£) | £0 |

|  |  |
| --- | --- |
| Highest value (£) | N/A |

|  |  |
| --- | --- |
| Is this suitable for SME (Small and Medium Enterprises)? | ☑ |
| Is this suitable for VCSE (Voluntary Community & Social Enterprises)? | ☑ |

Please select a contract and procedure type from the drop-down lists below

|  |  |
| --- | --- |
| Contract Type | Services contract |

|  |  |
| --- | --- |
| Procedure Type | Open Procedure |

**Section 2****Location and industry**Select the postcode and/or region within which the works, services or products detailed in this notice will be delivered.

|  |  |
| --- | --- |
| Post Code  |  |

More than one region may be applicable. Select as required

|  |  |  |  |
| --- | --- | --- | --- |
| Region  | **London** | **Select Region** | **Select Region** |

**Services to be provided within the boundaries of the London Borough of Lambeth**CPV codeEnter at least one CPV code below. A schedule can be found [here](https://www.bipsolutions.com/news-and-resources/cpv-codes/)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 7 | 0 | 3 | 3 | 3 | 0 | 0 | 0 |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 9 | 8 | 0 | 0 | 0 | 0 | 0 | 0 |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |

**Section 3****Description**

|  |
| --- |
| The London Borough of Lambeth (the Council) have recently introduced a Renters Charter (the Charter), published on the website here - [www.lambeth.gov.uk/your-renting-rights](http://www.lambeth.gov.uk/your-renting-rights) The Charter provides advice and information to private renters in the borough about their rights and responsibilities.The Council wishes to procure a third-party provider to respond to requests for information and help via telephone calls made by persons making use of the information provided in the Charter. The successful provider will note that from time to time the Charter will be updated to ensure it remains current and up to date. The Council will expect the contracted provider to remain competent in all areas of the Charter (including updates). In addition, the contracted provider will provide advice and assistance to private tenants in their application for a Rent Repayment Order (RRO). Where it is a person in receipt of Local Housing Allowance the contracted provider will refer the case to the Council to consider seeking an RRO. The contracted provider will need to respond to a dedicated telephone number, which will be a Council number monitored by the contract organisation for Lambeth residents to call within defined hours.The contracted provider will provide expert advice to the callers on all aspects of the Charter and will aim to resolve matters without redirecting to the Council. Where necessary the contracted provider will refer/sign post callers to the appropriate services within the Council or external agencies/organisations. Where the contracted provider refers to another service, they will ensure all relevant details are provided in writing to the service. |

**Section 4****Contact details**

|  |  |
| --- | --- |
| Name | Mark Preston  |

|  |  |
| --- | --- |
| Email | **MPreston@lambeth.gov.uk** |

|  |  |
| --- | --- |
| Address | **London Borough of Lambeth** |

|  |  |
| --- | --- |
| City | **PO BOX 734, Winchester** |

|  |  |
| --- | --- |
| Post Code | **SO23 5DG** |

|  |  |
| --- | --- |
| Phone number | **0207 926 8670** |

|  |  |
| --- | --- |
| Website | **https://www.lambeth.gov.uk/** |

**Section 5****Additional Information**Attachments

|  |
| --- |
| * Detailed Specification of the service to be provided
* Copy of the adopted tenant charter
* Supplier self-certification form
 |

**Additional Text**

|  |
| --- |
| By submitting a tender I acknowledge and agree to the below the statements:* I have read and understood Lambeth’s procurement guidance for suppliers, [“Selling to the Council”](https://www.lambeth.gov.uk/business-services-rates-and-licensing/selling-services/sell-goods-and-services-to-the-council-guide)
* I accept the Lambeth Terms and Conditions
* If I am selected to provide the above services and/or supplies this form and the information on it will form part of my contract with the London Borough of Lambeth
* If I am selected to provide the above services and/or supplies and am not already set up as a supplier on the Lambeth system I will comply with Lambeth’s Supplier Set-up procedures through [iSupplier](https://www.lambeth.gov.uk/business-services-rates-and-licensing/selling-services/sell-goods-and-services-to-the-council-guide) which includes the provision of a completed Supplier Self Certification form and Bank details on headed paper.
* Lambeth is under no obligation to accept the final results of the quotation competition or the lowest price for any particular item submitted by a supplier
* Non-delivery of services or products will result in non-payment by Lambeth Council
* False representation could result in de-selection from any competition or termination of contract
* It is a criminal offence to give or offer any gift or consideration whatsoever as an inducement or reward to any servant of a public body. I understand that any such action will empower Lambeth Council to cancel any contract or commission currently in force and may result in my exclusion from future work
* Lambeth has the right to use this information for the prevention and detection of fraud
 |

 |