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Tender

## **Supporting the Secretary of State in the accreditation and oversight of ADR providers in consumer markets in the UK**

Business, Energy and Industrial Strategy (BEIS)

F02: Contract notice

Notice identifier: 2022/S 000-004998

Procurement identifier (OCID): ocds-h6vhtk-031a22

Published 22 February 2022, 4:26pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Business, Energy and Industrial Strategy (BEIS)

1 Victoria Street,

London

SW1H 0ET

#### **Contact**

Kerry Hart

#### **Email**

[coreservices@uksbs.co.uk](mailto:coreservices@uksbs.co.uk)

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.uksbs.co.uk](http://www.uksbs.co.uk)

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

[www.uksbs.delta-esourcing.co.uk](http://www.uksbs.delta-esourcing.co.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.uksbs.delta-esourcing.co.uk](http://www.uksbs.delta-esourcing.co.uk)

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Supporting the Secretary of State in the accreditation and oversight of ADR providers in consumer markets in the UK

Reference number

CS21627

#### **II.1.2) Main CPV code**

- 75000000 - Administration, defence and social security services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The final date and time for the submission of bids is Thursday 31st March 2022 at 14:00

DO NOT apply directly to the buyer.

All tender information MUST be submitted through the Delta eSourcing Portal.

Brief Description of the Requirement:

The Consumer and Competition Policy Directorate (CCP), part of the Department for Business, Energy & Industrial Strategy (BEIS), is looking for a service provide to support the Secretary of State in the execution of the Secretary of State's 'Competent Authority' (CA) role for Alternative Dispute Resolution (ADR) in the non-regulated sector. The provider will provide services of an administrative nature supporting the Secretary of State's performance of a number of statutory functions including the accreditation, oversight, performance management and reporting of ADR bodies in the non-regulated sector.

How to Apply

UK Shared Business Services Ltd (UK SBS) will be using the Delta eSourcing Portal for this

procurement.

To register on the Delta eSourcing portal please use the link <https://www.deltaesourcing.com/> and follow the instructions to register.

If you are already registered on the Delta eSourcing Portal and wish to participate in this procurement, please use the link: <https://www.delta-esourcing.com/> and the follow the instructions to 'Log in'

Once you are logged into the system you will be able to link yourself into this procurement using the Access Code: 5V52ZA88QD

#### **II.1.5) Estimated total value**

Value excluding VAT: £510,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 75000000 - Administration, defence and social security services

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

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### **Background and Context**

Alternative Dispute Resolution (ADR) refers to any means of settling disputes outside of the courtroom. Typically, this can include negotiation, conciliation, mediation and arbitration. When disputes arise between consumers and traders, there are a range of options available for resolution without going to court. These options can often be quicker

and cheaper, and lead to a more satisfactory solution for both parties, than taking legal action.

The Alternative Dispute Resolution (ADR) Regulations established competent authorities (a person or organisation that has legally delegated or invested powers, authority, or capacity) to certify ADR schemes and set the standards that ADR scheme applicants must meet in order to achieve certification. It also introduced new information requirements on all traders who enter contracts with consumers for the supply of goods or services. The Regulations do not make participation in an ADR scheme mandatory for business but require the Government to ensure that Alternative Dispute Resolution (ADR) that has been approved as complying with the requirements in the Directive is available for all disputes between a consumer and a business.

In the regulated sectors, the CA is the relevant sector regulator . In the non-regulated sectors, the Department of Business, Energy & Industrial Strategy's (BEIS) Secretary of State is responsible for ensuring ADR providers who make an initial application for approval are compliant with the regulations.

The Government recently published the 'Reforming Competition and Consumer Policy' consultation .Alongside considering broader changes to the scope of mandatory ADR, the consultation outlined proposals on improving the overall quality and oversight of ADR services is an important element of the proposed reform package. These improvements are centred around four key principles: neutrality, efficiency, accessibility and transparency. As part of the contract, the winning provider will work with BEIS, Competent Authorities and other relevant and qualified bodies to create a system of accreditation and oversight that applies these principles consistently across the whole of the non-regulated sector.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £510,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

30 May 2022

End date

29 May 2027

This contract is subject to renewal

Yes

Description of renewals

The initial contract will be for 3 years with the option to extend on an annual basis (3+1+1)

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

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### **Section III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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### **Section IV. Procedure**

#### **IV.1) Description**

##### **IV.1.1) Type of procedure**

Open procedure

##### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

## **IV.2) Administrative information**

### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

31 March 2022

Local time

1:00pm

### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

### **IV.2.7) Conditions for opening of tenders**

Date

31 March 2022

Local time

2:00pm

Place

Electronic

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

### **VI.3) Additional information**

To respond to this opportunity please log in to [www.delta-esourcing.com](http://www.delta-esourcing.com) and enter the following access code 5V52ZA88QD

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

UK Shared Business Services Ltd

Polaris House

Swindon

SN2 1FL

Email

[policy@uksbs.co.uk](mailto:policy@uksbs.co.uk)

Telephone

+44 1793867005

Country

United Kingdom

Internet address

[www.uksbs.co.uk](http://www.uksbs.co.uk)



**VI.4.2) Body responsible for mediation procedures**

UK Shared Business Services Ltd

Polaris House

Swindon

SN2 1FL

Email

[policy@uksbs.co.uk](mailto:policy@uksbs.co.uk)

Telephone

+44 1793867005

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