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Contract

The Provision of a Welfare Benefits, Information and Guidance Service

The North Yorkshire Council

F03: Contract award notice

Notice identifier: 2025/S 000-007849

Procurement identifier (OCID): ocids-h6vhtk-0497f1

Published 4 March 2025, 1:55pm

Section I: Contracting authority

I.1) Name and addresses

The North Yorkshire Council

County Hall, Racecourse Lane,

Northallerton

DL7 8AD

Contact

Procurement

Email

procurement@northyorks.gov.uk

Telephone

+44 1609533450

Country

United Kingdom

Region code

UKE2 - North Yorkshire

National registration number

8867655

Internet address(es)

Main address

<https://www.northyorks.gov.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/104117>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

The Provision of a Welfare Benefits, Information and Guidance Service

Reference number

89161

II.1.2) Main CPV code

- 75310000 - Benefit services

II.1.3) Type of contract

Services

II.1.4) Short description

This contract is for the provision of advice and information on a broad range of subjects pertaining to Welfare Benefits Advice. This service provides support, advice, and training to front line North Yorkshire Council advisers.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £428,000

II.2) Description

II.2.2) Additional CPV code(s)

- 64216210 - Value-added information services
- 75311000 - Sickness benefits
- 75312000 - Maternity benefits
- 75313000 - Disability benefits
- 75313100 - Temporary disablement benefits
- 75314000 - Unemployment compensation benefits
- 85311100 - Welfare services for the elderly
- 85311200 - Welfare services for disabled people
- 85311300 - Welfare services for children and young people
- 85312400 - Welfare services not delivered through residential institutions

II.2.3) Place of performance

NUTS codes

- UKE2 - North Yorkshire

Main site or place of performance

North Yorkshire

II.2.4) Description of the procurement

This contract is for the provision of advice and information on a broad range of subjects pertaining to Welfare Benefits Advice. This service provides support, advice, and training to North Yorkshire Council front line advisers.

II.2.5) Award criteria

Quality criterion - Name: Experience and Track Record / Weighting: 15%

Quality criterion - Name: Service Delivery / Weighting: 10%

Quality criterion - Name: Service Delivery / Weighting: 10%

Quality criterion - Name: Service Delivery / Weighting: 10%

Quality criterion - Name: Service Implementation / Weighting: 10%

Quality criterion - Name: Staffing / Weighting: 5%

Quality criterion - Name: Equalities and Diversity / Weighting: 5%

Quality criterion - Name: Marketing and Engagement / Weighting: 5%

Quality criterion - Name: Marketing and Engagement / Weighting: 5%

Quality criterion - Name: Social Value / Weighting: 5%

Quality criterion - Name: Sustainability and Business Continuity / Weighting: 10%

Price - Weighting: 10%

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-028241](#)

Section V. Award of contract

Contract No

1

Title

The Provision of a Welfare Benefits, Information and Guidance Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 February 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Welfare Benefits Unit

17 Priory Street

York

YO1 6ET

Email

jules.dymond@welfare-benefits-unit.org.uk

Telephone

+44 1904646058

Country

United Kingdom

NUTS code

- UKE2 - North Yorkshire

National registration number

1164225

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £428,000

Total value of the contract/lot: £428,000

Section VI. Complementary information

VI.3) Additional information

‘To access the tender documents you must register your organisation details on the YORtender (Mercell) system at <https://yortender.eu-supply.com/login.asp?B=YORTENDER>.

To view details of this opportunity, log into your account and click on “CTM Published Tenders” link. Select “Quote/tender ID” from the “Text filter” drop down menu, enter 89161 into the “with keyword” filter and click the green Search button. The opportunity should then appear in the list below.

Click the name of the opportunity which will give an overview of the opportunity and click “Accept” if you wish to accept the invitation to tender. This will then allow you to download any documentation required, complete and upload the documents to the system. This must be done in advance of the deadline date.

If you require further information, guidance or support using YORtender there is a User Guide (pdf) on the home page. If you are having any technical issues there is a link to create a ticket as well as an e-mail address and telephone number on the phone page under the “Do you need technical support?” section.’

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

The Strand

London

Country

United Kingdom

Internet address

<https://courtribunalfinder.service.gov.uk/courts/royal-courts-of-justice>

VI.4.2) Body responsible for mediation procedures

N/A

N/A

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for review procedures:

North Yorkshire Council shall in accordance with the Public Contracts (Amendment) Regulations 2015, incorporate a minimum 10 day standstill period commencing at the point that information on the intention to award the contract is sent to tenderers.

The Council shall, as soon as possible after the decision has been made, inform the tenderers and candidates of its decision, and shall do so by notice in writing by the most rapid means of communication practicable.

Should additional information be required, please contact the person cited in paragraph I.1) of this form. If an appeal regarding the award of a contract has not been successfully resolved, Public Contracts Regulations 2015 (SI 2015 No 6) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England and Wales).

Any such action must be started within 30 days beginning with the date when the aggrieved party first knew or ought to have known that grounds for starting the proceedings had arisen. Where a contract has not been entered into the Court may order the setting aside of the award decision or order the authority to amend any document and may award damages. Following the 10 day standstill period, if no further debriefing has been requested, the Court may only award damages once the contract has been entered into.'

VI.4.4) Service from which information about the review procedure may be obtained

The Royal Courts of Justice

The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

Internet address

<https://courtribunalfinder.service.gov.uk/courts/royal-courts-of-justice>