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Tender

Provision of Information, Advice and Guidance Services across the Dorset Council Local Authority Area

Dorset Council

F02: Contract notice

Notice identifier: 2021/S 000-008630

Procurement identifier (OCID): ocids-h6vhtk-02a927

Published 22 April 2021, 3:31pm

Section I: Contracting authority

I.1) Name and addresses

Dorset Council

Dorset Council, South Walks House, South Walks Road

Dorchester

DT1 1UZ

Contact

Ms Gayle Acors

Email

g.acors@dorsetcc.gov.uk

Telephone

+44 1305221278

Country

United Kingdom

NUTS code

UKK2 - Dorset and Somerset

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://procontract.due-north.com/Advert/Index?advertId=c1a2ab8d-eea1-eb11-810c-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=c1a2ab8d-eea1-eb11-810c-005056b64545>

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

Provision of Information, Advice and Guidance Services across the Dorset Council Local Authority Area

Reference number

DN538409

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.1.4) Short description

The purpose of this contract is to have a joined up single service contract for information, advice and guidance whereby key stakeholders work together to design and deliver a multi-channel approach to information, advice and guidance.

Definition and scope:

- Information – The open and accessible supply of informative material deemed to be of interest and relevance to a particular population
- Advice – Presenting facts and ideas in an accessible form for residents to understand and consider and recommending a course of action
- Guidance – Defining and providing options through positive actions which could help the resident

The provision shall be based around the following key considerations to effectively meet the needs of the Council's residents:

- customer experience
- connecting services

- improved digital channels
- a targeted face to face and telephone offer

The services must be flexible to meet Dorset Council residents' needs and arising trends.

The Council is conducting an open tender procedure. The opportunity is tendered as a single lot to be awarded to a single provider.

The Contract will be awarded for a period of up to five years (initial period of 3 years plus an optional extension period of a further 2 years). Consortium bids are welcome via a lead provider.

Tenderers should note that the Council is running a concurrent open tender procedure for provision of Infrastructure Support to the Voluntary and Community Sector (VCS) (project ref. DN538356).

II.1.5) Estimated total value

Value excluding VAT: £2,823,250

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKK2 - Dorset and Somerset

II.2.4) Description of the procurement

N/A

II.2.5) Award criteria

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

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The Contract will be awarded for a period of up to five years (initial period of 3 years plus an optional extension period of a further 2 years)

II.2.10) Information about variants

Variants will be accepted: No

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

Date

11 June 2021

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

11 June 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Dorset Council

Dorchester

Country

United Kingdom