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Contract

How can technology help to quickly identify people in the most vulnerable situation and prioritise the support for them?

Citizens Advice Scotland (CAS)

F03: Contract award notice

Notice identifier: 2024/S 000-010007

Procurement identifier (OCID): ocids-h6vhtk-037d94

Published 27 March 2024, 11:35am

Section I: Contracting authority

I.1) Name and addresses

Citizens Advice Scotland (CAS)

Broadside, Powderhall Road

Edinburgh

EH7 4GB

Contact

Leigh Syme

Email

leigh.syme@gov.scot

Telephone

+44 1315501077

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

<http://www.cas.org.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA21182

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

How can technology help to quickly identify people in the most vulnerable situation and prioritise the support for them?

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Not all energy consumers are equal. Some are more vulnerable than others and need extra and immediate help. In an audience where everyone is vulnerable, prioritisation is more difficult and that can have a huge impact for the consumer, potentially increasing the risk of harm or even be life threatening. These outcomes impact friends, families and our staff working with the consumer.

Consumers don't always clearly and succinctly outline their concerns or feelings, which can make detection and identification of priority cases difficult under a load of information, some of it more relevant than others and the sheer volume can hide those in need of greatest help.

Please visit our website for information on CivTech and how to get involved:

<https://www.civtech.scot/civtech-8-challenge-1-identifying-and-prioritising-support>

<https://www.civtech.scot/how-to-apply-civtech-8>

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: £650,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services
- 71314200 - Energy-management services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

CivTech's mission is to drive daring and innovation in the public sector by collaboratively solving Challenges that make people's lives better – and in doing so create generations of sustainable, high growth businesses.

CivTech brings together public sector expertise and private sector innovation to solve real problems, develop new products, and deliver better, faster and easier services for everyone. Central to the approach is co-production with the citizen.

Part of the Scottish Government's Digital Directorate, CivTech's approach is helping transform public sector engagement with tech and innovation, delivering significant benefits to public services, producing genuine uplifts for the Scottish economy - and along the way, making lives better.

Across the country there are problems public sector organisations would like to solve and in the current environment the need for smart, efficient and effective products has never been greater. The Scottish Government is aware innovation is a good way to create them and is committed to ensuring a large part of its tech spend goes to smaller, innovative businesses. This is where CivTech comes in.

The CivTech Innovation Flow is designed to create products as quickly and effectively as possible, and uses a true Accelerator model at the heart of its Innovation Flow model. For you – whether you're an individual, team or company – it's an opportunity to take on a Challenge, solve it, and win contracts with a blue-chip public or voluntary sector organisation. You'll build a product, and a business to take it as far as possible. Because here's the kicker: the Challenges we issue aren't 'single organisation' problems – most exist worldwide.

In short: Open Challenges are set. Any organisation, team or individual can respond. Applications are assessed, and shortlisted proposals go into an Exploration Stage where they're developed further [for which participating applicants are paid]. The best go through to the Accelerator – a period of intensive work to create the solution, and through

CivTech's unique business workshop system, a business capable of taking the product to the world.

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Accelerated procedure

Justification:

Required to complete works

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-030637](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 August 2023

V.2.2) Information about tenders

Number of tenders received: 15

Number of tenders received from SMEs: 14

Number of tenders received from tenderers from other EU Member States: 15

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 15

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

V.2.3) Name and address of the contractor

SIDE Labs

41 Dordrecht Rd, London

London

W3 7TF

Telephone

+44 7932047197

Country

United Kingdom

NUTS code

- UK - United Kingdom

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: £650,000

Total value of the contract/lot: £600,000

Section VI. Complementary information

VI.3) Additional information

Suppliers should ensure they read all documentation attached to this notice.

(SC Ref:758048)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Edinburgh

EH1 1LB

Country

United Kingdom