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Tender

Contract for the Provision of Information Advice and Guidance Services

Durham County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-012336

Procurement identifier (OCID): ocds-h6vhtk-04e82c ([view related notices](#))

Published 1 April 2025, 4:01pm

Scope

Reference

OPEN2025287

Description

The opportunity is issued as multiple Lot contract. There are 3 lots within this contract opportunity, this supports the procurement objects of making the opportunity SME/VCS interest.

The Council have committed funding to support residents of County Durham in accessing a free, independent, impartial, high quality service offering information, advice, and guidance service.

Total value (estimated)

- £2,352,934.80 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2025 to 30 September 2027
- Possible extension to 30 September 2028
- 3 years

Description of possible extension:

a further 12mths extension is at the discretion of the council.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKC14 - Durham CC

Lot constraints

Description of how multiple lots may be awarded:

3 lots available. a provider may bid for one or multiple/all.

Lot 1. Healthier and Wealthier

Description

A specialist telephony healthcare referral pathway for patients attending primary care/pharmacy/wellbeing for life services. Clients to receive general advice and guidance including assistance with claims forms and referral into community advice and support. Make Every Contact Count (MECC) approach to be adopted to sign-post clients into health and wellbeing services.

2yr+1yr option

Lot value (estimated)

- £590,775 excluding VAT
- £708,930 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. General IAG

Description

Impartial, and confidential advice via a multi-channel offer, including assistance with claim forms for any resident of County Durham (To incorporate a face-to-face offer in the following areas of the County DH1, DH2, DH6, DH7, DH8, DH9, DL5, DL12, DL14, DL15, DL16, DL17, SR7, SR8. Outcomes to be recorded).

2yr+1yr option

Lot value (estimated)

- £1,050,000 excluding VAT
- £1,260,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Appeal Support

Description

Advice on eligibility and how to appeal decisions related to benefit entitlement plus support through the process including preparing and submitting documentation for any resident of County Durham.

2yr+1yr option

Lot value (estimated)

- £320,004 excluding VAT
- £384,004.80 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Participation

Particular suitability

Lot 1. Healthier and Wealthier

Lot 2. General IAG

Lot 3. Appeal Support

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

19 May 2025, 12:00pm

Tender submission deadline

28 May 2025, 12:00pm

Submission address and any special instructions

www.open-uk.org

reference # OPEN2025287

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 July 2025

Recurring procurement

Publication date of next tender notice (estimated): 1 April 2028

Award criteria

Name	Type	Weighting
Quality Questions	Quality	70.0%
Pricing	Price	30.0%

Other information

Payment terms

Invoices must be submitted as described within specification for Lot

Description of risks to contract performance

Contract is let for 24mth with option for further 12mth extension. this might apply to all or some of the Lot contracts .

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Documents

Associated tender documents

<http://www.open-uk.org>

All documents available from Open portal reference

OPEN2025287

Contracting authority

Durham County Council

- Public Procurement Organisation Number: PMPB-8772-VYWM

Corten House, Dunholme Close

Durham

DH1 5WB

United Kingdom

Email: procurement.decisions@durham.gov.uk

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government