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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.

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## 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.

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## 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.

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## **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.

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## **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)

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## **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](http://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

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**Award criteria**

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

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**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

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## **Procedure**

### **Procedure type**

Open procedure

### **Special regime**

Light touch

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## **Documents**

## Associated tender documents

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

All documents available from Open portal reference

# OPEN2025287

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## 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](mailto:procurement.decisions@durham.gov.uk)

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government