

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/013321-2021>

Tender

## **How can we create the most local and best possible user experience for people engaging with the Citizens Advice Scotland network?**

Citizens Advice Scotland (CAS)

F02: Contract notice

Notice identifier: 2021/S 000-013321

Procurement identifier (OCID): ocds-h6vhtk-02bb7c

Published 14 June 2021, 11:55am

The closing date and time has been changed to:

**12 July 2021, 12:00pm**

See the [change notice](#).

### **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](mailto:leigh.syme@gov.scot)

**Telephone**

+44 7423743010

**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](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.3) Communication**

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

General public services

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

How can we create the most local and best possible user experience for people engaging with the Citizens Advice Scotland network?

#### **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**

As its name suggests, members of Citizens Advice Scotland provide advice to people across Scotland, across a wide range of topics and communities . Much of this help has been traditionally face to face, but the organisation has been developing online services for some years. However the pandemic has accelerated our digital transformation, and we want to build the best services we possibly can whilst ensuring advice is delivered as locally as possible

Building on our experience of launching the national Scottish Citizen Advice Helpline (SCAH) service, which went live on 14 April 2020, we want to enable everyone wishing to use our services, irrespective of the way they contact us [phone, chat or website] to benefit a national portal that consistently, effectively and automatically routes them to the right local CAB advisers. This would not only ensure that the chances of an allocation of a local advisor the default and enables more local deployment of advisors,. In the first instance, we want to focus on streamlining the help available for those in debt including advice on benefits and employment.

So how can tech help us create the best possible user experience for people engaging with the Citizens Advice Scotland network?

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

<https://www.civtechalliance.org/>

#### **II.1.5) Estimated total value**

Value excluding VAT: £250,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 32524000 - Telecommunications system
- 32412000 - Communications network

### **II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

### **II.2.4) Description of the procurement**

About CivTech

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 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.

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

<https://www.civtechalliance.org/>

#### **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

24

This contract is subject to renewal

Yes

Description of renewals

potential extensions to complete work/milestones

#### **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 III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

Accelerated procedure

Justification:

The procedure is fully electronic and responses are required by a specific date to meet deadlines for project delivery

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

Originally published as:

Date

9 July 2021

Local time

12:00pm

Changed to:

Date

12 July 2021

Local time

12:00pm

See the [change notice](#).

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

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

9 July 2021

Local time

12:00pm

---

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

Suppliers are asked to read all the attached documentation, which will provide detailed information.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the

closing time to avoid any last minute problem

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=656601](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=656601).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:656601)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Edinburgh Sheriff Court

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom

