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Tender

## **CivTech 7 - Challenge 7.11 - How can technology support Citizens Advice advisors to quickly deliver the best possible outcome for their clients using data & collective expertise?**

Citizens Advice Scotland (CAS)

F02: Contract notice

Notice identifier: 2022/S 000-015215

Procurement identifier (OCID): ocds-h6vhtk-034215

Published 31 May 2022, 2:10pm

### **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 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](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

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## **Section II: Object**

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

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

CivTech 7 - Challenge 7.11 - How can technology support Citizens Advice advisors to quickly deliver the best possible outcome for their clients using data & collective expertise?

#### **II.1.2) Main CPV code**

- 73000000 - Research and development services and related consultancy services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Citizens Advice Scotland is part of the Citizens Advice network – you may be familiar with Citizens Advice Bureaux, an essential service situated in many communities across Scotland.

This Challenge will help CAB advisers offer high quality advice to as many people as possible, by providing a solution that will help them to record case information more easily and allow them to draw upon the experience of other advisers, through the wealth of data held within the network's case management system.

Also, by improving personal data capture, CAS will be able to improve its ability to influence and campaign for change.

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

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

<https://www.civtech.scot/selection-process>

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

Value excluding VAT: £350,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 30230000 - Computer-related equipment
- 72000000 - IT services: consulting, software development, Internet and support

### **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 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 which runs from the 15th of August to the 2nd of September 2022, where they are then developed further [and 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. The Accelerator Stage will run from the 3rd of October 2022 to the 28th of January 2023.

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

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

<https://www.civtech.scot/selection-process>

#### **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

Extensions may be required in order to complete the work

#### **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

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## **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

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## **Section IV. Procedure**

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

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

Open procedure

Accelerated procedure

Justification:

Required due to project timescales

#### **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**

Date

28 June 2022

Local time

12:00pm

#### **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

28 June 2022

Local time

12:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

Suppliers should ensure that they read all documentation attached to this tender opportunity

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=695284](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=695284).

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.

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

(SC Ref:695284)

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

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

Edinburgh Sheriff Court

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom