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Not applicable

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)

F14: Notice for changes or additional information

Notice identifier: 2021/S 000-015945

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

Published 8 July 2021, 4:04pm

Section I: Contracting authority/entity

I.1) Name and addresses

Citizens Advice Scotland (CAS)

Broadside, Powderhall Road

Edinburgh

EH7 4GB

Contact

Leigh Syme

Email

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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

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/>

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2021/S 000-013321](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.1.2) Text to be corrected in the original notice

Section number

IV.2.2

Place of text to be modified

Time limit

Instead of

Date

9 July 2021

Local time

12:00pm

Read

Date

12 July 2021

Local time

12:00pm

Section number

IV.2.7

Place of text to be modified

Conditions for opening of tenders

Instead of

Date

9 July 2021

Local time

12:00pm

Read

Date

12 July 2021

Local time

12:00pm

VII.2) Other additional information

Our online submission system at publiccontractsscotland.gov.uk will be offline for maintenance this evening so, to avoid any issues with your applications, we are extending the CivTech 6 deadline to noon on Monday 12 July.