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Contract

## **Supporting the Secretary of State in the accreditation and oversight of ADR providers in consumer markets in the UK**

Business, Energy and Industrial Strategy (BEIS)

F03: Contract award notice

Notice identifier: 2022/S 000-016462

Procurement identifier (OCID): ocids-h6vhtk-031a22

Published 15 June 2022, 4:18pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Business, Energy and Industrial Strategy (BEIS)

1 Victoria Street,

London

SW1H 0ET

#### **Contact**

Kerry Hart

#### **Email**

[coreservices@uksbs.co.uk](mailto:coreservices@uksbs.co.uk)

#### **Telephone**

+44 1793867465

**Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.uksbs.co.uk](http://www.uksbs.co.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**

Supporting the Secretary of State in the accreditation and oversight of ADR providers in consumer markets in the UK

Reference number

CS21627

**II.1.2) Main CPV code**

- 75000000 - Administration, defence and social security services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

## Award Notice

DO NOT apply directly to the buyer.

All tender information MUST be submitted through the Delta eSourcing Portal.

### Brief Description of the Requirement:

The Consumer and Competition Policy Directorate (CCP), part of the Department for Business, Energy & Industrial Strategy (BEIS), is looking for a service provide to support the Secretary of State in the execution of the Secretary of State's 'Competent Authority' (CA) role for Alternative Dispute Resolution (ADR) in the non-regulated sector. The provider will provide services of an administrative nature supporting the Secretary of State's performance of a number of statutory functions including the accreditation, oversight, performance management and reporting of ADR bodies in the non-regulated sector.

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £306,000

### **II.2) Description**

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

- 75000000 - Administration, defence and social security services

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

NUTS codes

- UK - United Kingdom

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

##### Background and Context

Alternative Dispute Resolution (ADR) refers to any means of settling disputes outside of the courtroom. Typically, this can include negotiation, conciliation, mediation and arbitration. When disputes arise between consumers and traders, there are a range of options available for resolution without going to court. These options can often be quicker

and cheaper, and lead to a more satisfactory solution for both parties, than taking legal action.

The Alternative Dispute Resolution (ADR) Regulations established competent authorities (a person or organisation that has legally delegated or invested powers, authority, or capacity) to certify ADR schemes and set the standards that ADR scheme applicants must meet in order to achieve certification. It also introduced new information requirements on all traders who enter contracts with consumers for the supply of goods or services. The Regulations do not make participation in an ADR scheme mandatory for business but require the Government to ensure that Alternative Dispute Resolution (ADR) that has been approved as complying with the requirements in the Directive is available for all disputes between a consumer and a business.

In the regulated sectors, the CA is the relevant sector regulator . In the non-regulated sectors, the Department of Business, Energy & Industrial Strategy's (BEIS) Secretary of State is responsible for ensuring ADR providers who make an initial application for approval are compliant with the regulations.

The Government recently published the 'Reforming Competition and Consumer Policy' consultation .Alongside considering broader changes to the scope of mandatory ADR, the consultation outlined proposals on improving the overall quality and oversight of ADR services is an important element of the proposed reform package. These improvements are centred around four key principles: neutrality, efficiency, accessibility and transparency. As part of the contract, the winning provider will work with BEIS, Competent Authorities and other relevant and qualified bodies to create a system of accreditation and oversight that applies these principles consistently across the whole of the non-regulated sector.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

#### **II.2.11) Information about options**

Options: No

#### **II.2.14) Additional information**

The initial contract will be for 3 years with the option to extend on an annual basis (3+1+1)

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## **Section IV. Procedure**

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

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

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-004998](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

18 May 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Chartered Trading Standards Institute

Essex

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £306,000

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## **Section VI. Complementary information**

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

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

UK Shared Business Services Ltd

Swindon

SN2 1FL

Email

[policy@uksbs.co.uk](mailto:policy@uksbs.co.uk)

Country

United Kingdom