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Awarded contract

Provision of Information, Advice and Guidance Services across the Dorset Council Local Authority Area

Dorset Council

F03: Contract award notice

Notice reference: 2021/S 000-019324

Published: 10 August 2021, 2:00pm

Section I: Contracting authority

I.1) Name and addresses

Dorset Council

Dorset Council, County Hall, Colliton Park

Dorchester

DT1 1XJ

Contact

Ms Gayle Acors

Email

g.acors@dorsetcc.gov.uk

Telephone

+44 1305221278

Country

United Kingdom

NUTS code

UKK2 - Dorset and Somerset

Internet address(es)

Main address

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

Buyer's address

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

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

Provision of Information, Advice and Guidance Services across the Dorset Council Local Authority Area

Reference number

DN538409

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.1.4) Short description

The purpose of this contract is to have a joined up single service contract for information,

advice and guidance whereby key stakeholders work together to design and deliver a multichannel

approach to information, advice and guidance.

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: £2,823,250

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKK2 - Dorset and Somerset

II.2.4) Description of the procurement

Definition and scope:

- Information – The open and accessible supply of informative material deemed to be of interest and relevance to a particular population
- Advice – Presenting facts and ideas in an accessible form for residents to understand and consider and recommending a course of action

- Guidance – Defining and providing options through positive actions which could help the resident

The provision shall be based around the following key considerations to effectively meet the needs of the Council's residents:

- customer experience
- connecting services
- improved digital channels
- a targeted face to face and telephone offer

The services must be flexible to meet Dorset Council residents' needs and arising trends.

The Contract will be awarded for a period of up to five years (initial period of 3 years plus an optional extension period of a further 2 years). Consortium bids are welcome via a lead provider.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 10

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 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: [2021/S 000-008630](#)

Section V. Award of contract

Contract No

DN538409

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Citizens Advice in Dorset

4 Cedar Park, Cobham Road

Wimborne

BH21 7SF

Country

United Kingdom

NUTS code

- UKK2 - Dorset and Somerset

National registration number

Company Registration Number: 06778548; Charity Commission Registration number: 1130056

Internet address

<https://www.citizensadvisedorset.org.uk>

The contractor is an SME

Yes

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

Total value of the contract/lot: £2,823,250

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Dorset Council

County Hall, Colliton Park

Dorchester

DT1 1XJ

Country

United Kingdom

Internet address

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