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Contract

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

Dorset Council

F03: Contract award notice

Notice identifier: 2021/S 000-019324

Procurement identifier (OCID): ocds-h6vhtk-02a927

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

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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

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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.citizensadvicedorset.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/