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Contract

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)

F03: Contract award notice

Notice identifier: 2022/S 000-020925

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

Published 1 August 2022, 10:44am

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

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

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/>

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: £250,000

II.2) Description

II.2.2) Additional CPV code(s)

- 32524000 - Telecommunications system
- 32412000 - Communications network

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

About CivTech

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 where they're developed further [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.

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II.2.5) Award criteria

Price

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

Accelerated procedure

Justification:

The procedure is fully electronic and responses are required by a specific date to meet deadlines for project delivery

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.2.1) Previous publication concerning this procedure

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

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

28 February 2022

V.2.2) Information about tenders

Number of tenders received: 6

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: 6

Number of tenders received by electronic means: 6

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

V.2.3) Name and address of the contractor

SIDE Labs

41 Dordrecht Rd, London

London

W3 7TF

Telephone

+44 7932047197

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £250,000

Total value of the contract/lot: £207,975

Section VI. Complementary information

VI.3) Additional information

Suppliers are asked to read all the attached documentation, which will provide detailed information.

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 problem

(SC Ref:701882)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom