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Contract

CivTech 7 - Challenge 7.11 - How can technology support Citizens Advice advisors to quickly deliver the best possible outcome for their clients using data & collective expertise?

Citizens Advice Scotland (CAS)

F03: Contract award notice

Notice identifier: 2023/S 000-026895

Procurement identifier (OCID): ocds-h6vhtk-03fbed

Published 12 September 2023, 10:33am

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 1315501077

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

CivTech 7 - Challenge 7.11 - How can technology support Citizens Advice advisors to quickly deliver the best possible outcome for their clients using data & collective expertise?

II.1.2) Main CPV code

- 73000000 - Research and development services and related consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Citizens Advice Scotland is part of the Citizens Advice network – you may be familiar with Citizens Advice Bureaux, an essential service situated in many communities across Scotland.

This Challenge will help CAB advisers offer high quality advice to as many people as possible, by providing a solution that will help them to record case information more easily and allow them to draw upon the experience of other advisers, through the wealth of data held within the network's case management system.

Also, by improving personal data capture, CAS will be able to improve its ability to influence and campaign for change.

Please visit our website for information on CivTech and how to get involved:

<https://www.civtech.scot/how-to-apply>

<https://www.civtech.scot/selection-process>

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: £350,000

II.2) Description

II.2.2) Additional CPV code(s)

- 30230000 - Computer-related equipment
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

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 which runs

from the 15th of August to the 2nd of September 2022, where they are then developed further [and 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. The Accelerator Stage will run from the 3rd of October 2022 to the 28th of January 2023.

Please visit our website for information on CivTech and how to get involved:

<https://www.civtech.scot/how-to-apply>

<https://www.civtech.scot/selection-process>

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:

Required due to project timescales

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: [2022/S 022-190635](#)

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

24 May 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 3

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

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Wyser Ltd

C/O Bevan Buckland Llp Ground Floor Cardigan House, Castle Court Swansea Enterprise Park,

Swansea

SA7 9LA

Telephone

+44 7881656411

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)

Total value of the contract/lot: £340,000

Section VI. Complementary information

VI.3) Additional information

Suppliers should ensure that they read all documentation attached to this tender opportunity

(SC Ref:744443)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom