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Tender

The Provision of a Welfare Benefits, Information and Guidance Service

The North Yorkshire Council

F02: Contract notice

Notice identifier: 2024/S 000-028241

Procurement identifier (OCID): ocds-h6vhtk-0497f1

Published 4 September 2024, 12:19pm

Section I: Contracting authority

I.1) Name and addresses

The North Yorkshire Council

County Hall, Racecourse Lane,

Northallerton

DL7 8AD

Contact

Procurement

Email

procurement@northyorks.gov.uk

Telephone

+44 1609533450

Country

United Kingdom

Region code

UKE2 - North Yorkshire

National registration number

8867655

Internet address(es)

Main address

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

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/104117>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=83467&B=UK

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=83467&B=UK

Tenders or requests to participate must be submitted to the above-mentioned address

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

The Provision of a Welfare Benefits, Information and Guidance Service

Reference number

89161

II.1.2) Main CPV code

- 75310000 - Benefit services

II.1.3) Type of contract

Services

II.1.4) Short description

This contract is for the provision of advice and information on a broad range of subjects pertaining to Welfare Benefits Advice. This service provides support, advice, and training to front line North Yorkshire Council advisers.

II.1.5) Estimated total value

Value excluding VAT: £535,500

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64216210 - Value-added information services
- 75311000 - Sickness benefits
- 75312000 - Maternity benefits
- 75313000 - Disability benefits

- 75313100 - Temporary disablement benefits
- 75314000 - Unemployment compensation benefits
- 85311100 - Welfare services for the elderly
- 85311200 - Welfare services for disabled people
- 85311300 - Welfare services for children and young people
- 85312400 - Welfare services not delivered through residential institutions

II.2.3) Place of performance

NUTS codes

- UKE2 - North Yorkshire

Main site or place of performance

North Yorkshire

II.2.4) Description of the procurement

This contract is for the provision of advice and information on a broad range of subjects pertaining to Welfare Benefits Advice. This service provides support, advice, and training to North Yorkshire Council front line advisers.

II.2.5) Award criteria

Quality criterion - Name: Experience and Track Record / Weighting: 15%

Quality criterion - Name: Service Delivery / Weighting: 10%

Quality criterion - Name: Service Delivery / Weighting: 10%

Quality criterion - Name: Service Delivery / Weighting: 10%

Quality criterion - Name: Service Implementation / Weighting: 10%

Quality criterion - Name: Staffing / Weighting: 5%

Quality criterion - Name: Equalities and Diversity / Weighting: 5%

Quality criterion - Name: Marketing and Engagement / Weighting: 5%

Quality criterion - Name: Marketing and Engagement / Weighting: 5%

Quality criterion - Name: Social Value / Weighting: 5%

Quality criterion - Name: Sustainability and Business Continuity / Weighting: 10%

Price - Weighting: 10%

II.2.6) Estimated value

Value excluding VAT: £535,500

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Initial Term: 1st April 2025 to 31st March 2028

Option to extend 1:1st April 2028 to 31st March 2030

II.2.10) Information about variants

Variants will be accepted: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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.2.2) Time limit for receipt of tenders or requests to participate

Date

4 October 2024

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 5 February 2025

IV.2.7) Conditions for opening of tenders

Date

4 October 2024

Local time

12:00pm

Place

Procurement and Contract Management, North Yorkshire Council, County Hall, Northallerton, DL7 8AD

Information about authorised persons and opening procedure:

An independent member of the Procurement and Contract Management section will verify the tenders through our e-tendering system (YORtender).

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.3) Additional information

'To access the tender documents you must register your organisation details on the YORtender (Mercell) system at <https://yortender.eu-supply.com/login.asp?B=YORTENDER>.

To view details of this opportunity, log into your account and click on "CTM Published Tenders" link. Select "Quote/tender ID" from the "Text filter" drop down menu, enter 89161 into the "with keyword" filter and click the green Search button. The opportunity should then appear in the list below.

Click the name of the opportunity which will give an overview of the opportunity and click "Accept" if you wish to accept the invitation to tender. This will then allow you to download any documentation required, complete and upload the documents to the system. This must be done in advance of the deadline date.

If you require further information, guidance or support using YORtender there is a User

Guide (pdf) on the home page. If you are having any technical issues there is a link to create a ticket as well as an e-mail address and telephone number on the phone page under the “Do you need technical support?” section.’

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

The Strand

London

Country

United Kingdom

Internet address

<https://courttribunalfinder.service.gov.uk/courts/royal-courts-of-justice>

VI.4.2) Body responsible for mediation procedures

N/A

N/A

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for review procedures:

North Yorkshire Council shall in accordance with the Public Contracts (Amendment) Regulations 2015, incorporate a minimum 10 day standstill period commencing at the point that information on the intention to award the contract is sent to tenderers.

The Council shall, as soon as possible after the decision has been made, inform the tenderers and candidates of its decision, and shall do so by notice in writing by the most rapid means of communication practicable.

Should additional information be required, please contact the person cited in paragraph I.1) of this form. If an appeal regarding the award of a contract has not been successfully resolved, Public Contracts Regulations2015 (SI 2015 No 6) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England and Wales).

Any such action must be started within 30 days beginning with the date when the aggrieved party first knew or ought to have known that grounds for starting the proceedings had arisen. Where a contract has not been entered into the Court may order the setting aside of the award decision or order the authority to amend any document and may award damages. Following the 10 day standstill period, if no further debriefing has been requested, the Court may only award damages once the contract has been entered into.'

VI.4.4) Service from which information about the review procedure may be obtained

The Royal Courts of Justice

The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

Internet address

<https://courtribunalfinder.service.gov.uk/courts/royal-courts-of-justice>