

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/035693-2025>

Award

## **Contract for the Provision of Information Advice and Guidance Services**

Durham County Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-035693

Procurement identifier (OCID): ocds-h6vhtk-04e82c ([view related notices](#))

Published 27 June 2025, 11:29am

## **Scope**

## **Reference**

OPEN2025287

## **Description**

The opportunity is issued as multiple Lot contract.

The Council have committed funding to support residents of County Durham in accessing a free, independent, impartial, high quality service offering information, advice, and guidance service.

---

## **Lot 1. Healthier and Wealthier**

### **Description**

A specialist telephony healthcare referral pathway for patients attending primary care/pharmacy/wellbeing for life services. Clients to receive general advice and guidance including assistance with claims forms and referral into community advice and support. Make Every Contact Count (MECC) approach to be adopted to sign-post clients into health and wellbeing services. 2yr+1yr option

---

## **Lot 2. General IAG**

### **Description**

Impartial, and confidential advice via a multi-channel offer, including assistance with claim forms for any resident of County Durham (To incorporate a face-to-face offer in the following areas of the County DH1, DH2, DH6, DH7, DH8, DH9, DL5, DL12, DL14, DL15, DL16, DL17, SR7, SR8. Outcomes to be recorded). 2yr+1yr option

---

## **Lot 3. Appeal Support**

### **Description**

Advice on eligibility and how to appeal decisions related to benefit entitlement plus support through the process including preparing and submitting documentation for any resident of County Durham. 2yr+1yr option

## **Contract 1. Provision of Information Advice and Guidance Services - Lot 1. Healthier and Wealthier**

### **Lots**

Lot 1. Healthier and Wealthier

### **Supplier**

- GROUNDWORK NORTH EAST

### **Contract value**

- £708,993.60 including VAT

Above the relevant threshold

### **Award decision date**

27 June 2025

### **Date assessment summaries were sent to tenderers**

27 June 2025

### **Standstill period**

- End: 9 July 2025
- 9 working days

### **Earliest date the contract will be signed**

31 July 2025

### **Contract dates (estimated)**

- 1 October 2025 to 30 September 2027
- Possible extension to 30 September 2028
- 3 years

Description of possible extension:

extension option 1 x 12mths from 30/09/2027

### **Main procurement category**

Services

### **CPV classifications**

- 85000000 - Health and social work services

## **Contract locations**

- UKC14 - Durham CC
- 

## **Contract 2. Provision of Information Advice and Guidance Services Lot 2. General IAG**

### **Lots**

Lot 2. General IAG

### **Supplier**

- GROUNDWORK NORTH EAST

### **Contract value**

- £1,260,000 including VAT

Above the relevant threshold

### **Award decision date**

27 June 2025

## **Date assessment summaries were sent to tenderers**

27 June 2025

## **Standstill period**

- End: 9 July 2025
- 9 working days

## **Earliest date the contract will be signed**

31 July 2025

## **Contract dates (estimated)**

- 1 October 2025 to 30 September 2027
- Possible extension to 30 September 2028
- 3 years

Description of possible extension:

Extension option of 1 x 12 mths

## **Main procurement category**

Services

## **CPV classifications**

- 85000000 - Health and social work services

## **Contract locations**

- UKC14 - Durham CC
- 

## **Contract 3. Provision of Information, Advice and Guidance Services Lot 3. Appeal support**

### **Lots**

Lot 3. Appeal Support

### **Supplier**

- Karbon Homes

### **Contract value**

- £384,004.80 including VAT

Below the relevant threshold

### **Award decision date**

27 June 2025

## **Date assessment summaries were sent to tenderers**

27 June 2025

## **Earliest date the contract will be signed**

31 July 2025

## **Contract dates (estimated)**

- 1 October 2025 to 30 September 2027
- Possible extension to 30 September 2028
- 3 years

Description of possible extension:

extension option 1 x 12mths

## **Main procurement category**

Services

## **CPV classifications**

- 85000000 - Health and social work services



## **Contract locations**

- UKC14 - Durham CC

---

## **Information about tenders**

### **Lot 1. Healthier and Wealthier**

- 2 tenders received
- 2 tenders assessed in the final stage:
  - 0 submitted by small and medium-sized enterprises (SME)
  - 1 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 1 supplier unsuccessful (details included for contracts over £5 million)

---

### **Lot 2. General IAG**

- 2 tenders received
- 2 tenders assessed in the final stage:
  - 0 submitted by small and medium-sized enterprises (SME)
  - 1 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts

- 1 supplier unsuccessful (details included for contracts over £5 million)
- 

### **Lot 3. Appeal Support**

- 3 tenders received
  - 3 tenders assessed in the final stage:
    - 0 submitted by small and medium-sized enterprises (SME)
    - 2 submitted by voluntary, community and social enterprises (VCSE)
  - 1 supplier awarded contracts
  - 2 suppliers unsuccessful (details included for contracts over £5 million)
- 

## **Procedure**

### **Procedure type**

Open procedure

### **Special regime**

Light touch

---

## Suppliers

### GROUNDWORK NORTH EAST

- Companies House: 02702815
- Public Procurement Organisation Number: PBTC-8461-VXRQ

Unit14, Parsons Court Welbury Way

Newton Aycliffe

DL5 6ZE

United Kingdom

Email: [chris.watson@groundwork.org.uk](mailto:chris.watson@groundwork.org.uk)

Website: <https://www.groundwork.org.uk/north-east-and-cumbria/>

Region: UKC14 - Durham CC

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Provision of Information Advice and Guidance Services - Lot 1. Healthier and Wealthier

Contract 2. Provision of Information Advice and Guidance Services Lot 2. General IAG

## **Karbon Homes**

- Charity Commission (England and Wales): RS007529
- Public Procurement Organisation Number: PCDL-6326-LXPW

Number 5

Newcastle

NE12 8EG

United Kingdom

Email: [Procurement@Karbonhomes.co.uk](mailto:Procurement@Karbonhomes.co.uk)

Website: <https://www.karbonhomes.co.uk/>

Region: UKC22 - Tyneside

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 3. Provision of Information, Advice and Guidance Services Lot 3. Appeal support

---

## **Contracting authority**

### **Durham County Council**

- Public Procurement Organisation Number: PMPB-8772-VYWM

Corten House, Dunholme Close

Durham

DH1 5WB

United Kingdom

Email: [corporate.procurement@durham.gov.uk](mailto:corporate.procurement@durham.gov.uk)

Website: <http://www.durham.gov.uk/>

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government