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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)
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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

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

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

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

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government