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Contract

## **National Careers Service - Live Service Management Extension**

Department for Education

F20: Modification notice

Notice identifier: 2025/S 000-001458

Procurement identifier (OCID): ocds-h6vhtk-04d07c

Published 16 January 2025, 10:38am

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

Department for Education

Sanctuary Buildings, 20, Great Smith Street

London

LS1 4AW

#### **Email**

[commercial.ddat@education.gov.uk](mailto:commercial.ddat@education.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

#### **Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/department-for-education>

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

National Careers Service - Live Service Management Extension

#### **II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

#### **II.1.3) Type of contract**

Services

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement at the time of conclusion of the contract:**

A contract for technical support for the National Careers Service digital services

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

Start date

10 January 2022

End date

9 February 2026

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section V. Award of contract/concession**

### **Contract No**

con\_12785

### **Title**

National Careers Service Live Service Management Extension

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract/concession award decision:**

10 October 2022

#### **V.2.2) Information about tenders**

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

#### **V.2.3) Name and address of the contractor/concessionaire**

Netcompany UK Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

#### **V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)**

Total value of the procurement: £6,800,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court of Justice

London

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Department for Education

London

Country

United Kingdom

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

Department for Education

London

Country

United Kingdom

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## **Section VII: Modifications to the contract/concession**

### **VII.1) Description of the procurement after the modifications**

#### **VII.1.1) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

#### **VII.1.3) Place of performance**

NUTS code

- UK - United Kingdom

**VII.1.4) Description of the procurement:**

A contract for technical support for the National Careers Service digital services

**VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Start date

10 January 2022

End date

9 February 2026

**VII.1.6) Information on value of the contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession:

£13,558,933.30

**VII.1.7) Name and address of the contractor/concessionaire**

Netcompany UK Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

**VII.2) Information about modifications**

**VII.2.1) Description of the modifications**

Nature and extent of the modifications (with indication of possible earlier changes to the

contract):

12 month contract extension

### **VII.2.2) Reasons for modification**

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

Regulations 72(1)(c) and/or (b). A contract extension is needed to ensure service continuity, as there was no time to complete a new procurement procedure before expiry on 9.1.2025 in circumstances where an earlier procedure had to be abandoned once the extent and impact of policy changes announced by the incoming Government became clear.

Far more significant technical and other changes in the scope and nature of any future services are required than could have been foreseen by any diligent authority at contract award in January 2022, taking up to one year to introduce. An interim procedure was considered insufficiently commercially attractive for new suppliers and disproportionately costly to run.

Under these circumstances, any new procurement procedure must be delayed pending full development of the future service model and procurement approach, so necessitating a one-year contract extension.

The price increase (c.£3.4m) is below 50% of the original contract value (c.£6.8m).

### **VII.2.3) Increase in price**

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £10,169,200

Total contract value after the modifications

Value excluding VAT: £13,558,933.30