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Contract

Employee Wellbeing and Support Service (Norfolk Support Line)

Norfolk County Council

F03: Contract award notice

Notice identifier: 2023/S 000-003303

Procurement identifier (OCID): ocids-h6vhtk-0387cd

Published 2 February 2023, 3:35pm

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

NUTS code

UKH - East of England

Internet address(es)

Main address

www.norfolk.gov.uk

Buyer's address

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

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

Employee Wellbeing and Support Service (Norfolk Support Line)

Reference number

NCCT42522

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Norfolk County Council has entered into a contract for an employee wellbeing and support Service (Norfolk Support Line). The Employee Wellbeing and Support Service (Norfolk Support Line) is an employee assistance programme that helps employees to stay in work and be productive through helping them to address issues affecting their psychological health, supports managers in relation to the psychological aspects of managing employees, and support teams where critical incidents have taken place.

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: £648,675

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKH17 - Breckland and South Norfolk
- UKH16 - North and West Norfolk
- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

Norfolk County Council has entered into a contract for an Employee wellbeing and support Service (Norfolk Support Line).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

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 000-033278](#)

Section V. Award of contract

Contract No

NCCT42522

Lot No

1

Title

Employee Wellbeing and Support Service (Norfolk Support Line)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 February 2023

V.2.2) Information about tenders

Number of tenders received: 3

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: 0

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

SME HCI Ltd t/a Vivup

Romford

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £650,000

Total value of the contract/lot: £648,675

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Nplaw

Norwich

Country

United Kingdom