

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/003877-2025>

Contract

## **Substance Misuse Telephone Helpline**

Surrey County Council

F03: Contract award notice

Notice identifier: 2025/S 000-003877

Procurement identifier (OCID): ocids-h6vhtk-04dc03

Published 5 February 2025, 5:10pm

### **Section I: Contracting authority**

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

Surrey County Council

Woodhatch Place

REIGATE

RH28EF

#### **Contact**

Andrew Clarke

#### **Email**

[andrew.clarke@surreycc.gov.uk](mailto:andrew.clarke@surreycc.gov.uk)

#### **Telephone**

+44 3456009009

#### **Country**

United Kingdom

**Region code**

UKJ26 - East Surrey

**Companies House**

DN2722

**Internet address(es)**

Main address

[www.surreycc.gov.uk](http://www.surreycc.gov.uk)

**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**

Substance Misuse Telephone Helpline

**II.1.2) Main CPV code**

- 85312500 - Rehabilitation services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

This is PSR direct award C procedure.

### **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: £187,899

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 85312500 - Rehabilitation services

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

NUTS codes

- UKJ2 - Surrey, East and West Sussex

### **II.2.4) Description of the procurement**

It is intended to award a contract to an existing provider following direct award process C for the provision of Substance Misuse Telephone Helpline. The contract will be awarded for the period of 3 years with available option to extend for 2 years.

### **II.2.5) Award criteria**

Quality criterion - Name: quality / Weighting: 100

Cost criterion - Name: cost / Weighting: 0

### **II.2.11) Information about options**

Options: No

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to the relevant authority by 17 February 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR'.

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

---

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

A contract/lot is awarded: Yes

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

#### **V.2.1) Date of conclusion of the contract**

28 November 2024

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

Number of tenders received: 1

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

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

Surrey Drug and Alcohol Care

Guildford

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Justification for not providing organisation identifier

Not on any register

The contractor is an SME

No

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

Total value of the contract/lot: £187,899

---

## Section VI. Complementary information

### VI.3) Additional information

'This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to decision makers by 17 February 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.'

Written representations should be sent to [heather.ryder@surreycc.gov.uk](mailto:heather.ryder@surreycc.gov.uk)

The award decision-makers were:

Heather Ryder - SCC, Senior Public Health Lead; Camilla Edmiston - Woking Borough Council, Community Safety Policy Officer; Sarah Haywood - Surrey Office of the Police and Crime Commissioner, Serious Violence Programme Lead

Through the assessment of their submission, the provider meets each of the key criteria listed as part of the PSR process.

Stand out points include:

1. Quality / innovation - the service is developing to respond to the need of the population, through the existing telephone platform but also developing the sms system and online presence.
2. Value - due to the model of provision, the return on investment ratio for the service is high for this service; the cost to run is minimal yet is available to the entire adult population of Surrey.
3. Integration, collaboration and service sustainability - the service works collaboratively within the substance misuse system and wider health and social care partnerships, with well defined signposting opportunities.
4. Improving access, reducing health inequalities and facilitating choice - the service offers a range of contact points, including a 24/7 option. As well as substance misuse, the volunteer call handlers provide information, advice and signposting for a range of health and social care-related services.
5. Social value - the service uses local volunteers, including those with lived experience,

to operate the service. The commitment to offer opportunities to those with lived experience is well recognised within the submission.

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

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

High Court

London

Country

United Kingdom