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Contract

HCC 04/22 - The Provision of a Children's Contact Centre

Hertfordshire County Council

F03: Contract award notice

Notice identifier: 2023/S 000-004644

Procurement identifier (OCID): ocds-h6vhtk-033268

Published 15 February 2023, 12:09pm

Section I: Contracting authority

I.1) Name and addresses

Hertfordshire County Council

Pegs Lane

Hertford

SG13 8DE

Contact

Strategic Procurement Group

Email

zoe.upson@hertfordshire.gov.uk

Telephone

+44 01707292463

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

www.hertfordshire.gov.uk

Buyer's address

www.supplyhertfordshire.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

HCC 04/22 - The Provision of a Children's Contact Centre

Reference number

HCC2213560

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Hertfordshire County Council went out to Procurement for the Provision of a Children's Contact Centre. This is an Award Notice and this opportunity has now closed. Please see Section V (Award of Contract) for further details.

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: £9,367,234

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

II.2.4) Description of the procurement

Hertfordshire County Council went out to Procurement for the Provision of a Children's Contact Centre. This is an Award Notice and this opportunity has now closed. Please see Section V (Award of Contract) for further details.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: Price - 30

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for up to 2 further years

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 000-011211](#)

Section V. Award of contract

Contract No

HCC2213560

Title

Provision of a Children's Contact Centre

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 February 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Family Action

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £9,367,234

Total value of the contract/lot: £9,367,234

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court Royal Courts of Justice

The Strand

London

WC24 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

High Court Royal Courts of Justice

The Strand

London

WC24 2LL

Country

United Kingdom

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

Chief Legal Officer

Hertfordshire County Council, County Hall, Pegs Lane

Hertford

SG13 8DQ

Country

United Kingdom