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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](mailto:zoe.upson@hertfordshire.gov.uk)

#### **Telephone**

+44 01707292463

#### **Country**

United Kingdom

**NUTS code**

UKH23 - Hertfordshire

**Internet address(es)**

Main address

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

Buyer's address

[www.supplyhertfordshire.uk](http://www.supplyhertfordshire.uk)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **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

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### **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](#)

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## **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

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## **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