

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007501-2025>

Not applicable

Substance Misuse Telephone Helpline

Surrey County Council

F14: Notice for changes or additional information

Notice identifier: 2025/S 000-007501

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

Published 28 February 2025, 11:38am

Section I: Contracting authority/entity

I.1) Name and addresses

Surrey County Council

Woodhatch Place

REIGATE

RH28EF

Contact

Andrew Clarke

Email

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

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2025/S 000-003877](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

VI.3

Place of text to be modified

Additional information

Instead of

Text

'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

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.

Read

Text

This is a Provider Selection Regime (PSR) confirmation of contract award notice. This contract has been awarded under 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. This contract has now been formally awarded using direct award process C.'

You must confirm the following:

- date of contract award 18 February 2025
- Contract Start Date: 1 March 2025
- Contract End Date: 31 March 2030
- Contract Value: £187,899