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Contract

24HR TELEPHONE HELPLINE

Ministry of Defence

F20: Modification notice

Notice identifier: 2025/S 000-007514

Procurement identifier (OCID): ocds-h6vhtk-04e89c

Published 28 February 2025, 12:06pm

Section I: Contracting authority/entity

I.1) Name and addresses

Ministry of Defence

KENTIGERN HOUSE, 65 BROWN STREET

GLASGOW

G2 8EX

Email

Ewen.Burton339@mod.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/ministry-of-defence>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

24HR TELEPHONE HELPLINE

II.1.2) Main CPV code

- 79510000 - Telephone-answering services

II.1.3) Type of contract

Services

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement at the time of conclusion of the contract:

24 HR TELEPHONE HELPLINE SERVICE

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

7

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 V. Award of contract/concession

Contract No

703797450

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

29 January 2025

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

COMBAT STRESS

LEATHERHEAD

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £91,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

MOD COMMERCIAL

GLASGOW

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 79510000 - Telephone-answering services

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

VII.1.4) Description of the procurement:

24 HR TELEPHONE HELPLINE

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

7

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£91,000

VII.1.7) Name and address of the contractor/concessionaire

COMBAT STRESS

LEATHERHEAD

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

EXTENSION TO CONTRACT FOR 7 MONTHS (TO 31 OCT 2025)

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

AMENDMENT AS COMPETITION IS NOT POSSIBLE, THIS IS AN EXTENSION TO THE EXISTING CONTRACT FOR BUSINESS CONTINUITY

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £91,000

Total contract value after the modifications

Value excluding VAT: £434,875.38

