

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/014665-2025>

Contract

## **Electronic Call Monitoring - Gloucestershire County Council**

Gloucestershire County Council

F20: Modification notice

Notice identifier: 2025/S 000-014665

Procurement identifier (OCID): ocids-h6vhtk-0501a5

Published 11 April 2025, 2:28pm

### **Section I: Contracting authority/entity**

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

Gloucestershire County Council

Shire Hall, Westgate Street

Gloucester

GL12TG

#### **Contact**

Joanna Oakhill

#### **Email**

[joanna.oakhill@gloucestershire.gov.uk](mailto:joanna.oakhill@gloucestershire.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKK13 - Gloucestershire

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.gloucestershire.gov.uk/>

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Electronic Call Monitoring - Gloucestershire County Council

Reference number

DN722503

#### **II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

#### **II.1.3) Type of contract**

Services

### **II.2) Description**

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

NUTS codes

- UKK13 - Gloucestershire

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

Electronic Call Monitoring

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

Duration in months

36

---

## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

Notice number: [2025/S 000-014664](#)

---

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

### **Contract No**

DN722503

### **Title**

Electronic Call Monitoring for Gloucestershire County Council

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

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

11 April 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**

Access UK Ltd

Loughborough

Country

United Kingdom

NUTS code

- UKF2 - Leicestershire, Rutland and Northamptonshire

Companies House

2343760

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: £1,500,000

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

Gloucestershire County Council will be amending the award of the contract term from a three (3) + two (2) years contract to a three (3) year contract

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

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

Gloucestershire County Council

Gloucestershire

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**

- 72000000 - IT services: consulting, software development, Internet and support

#### **VII.1.3) Place of performance**

NUTS code

- UKK13 - Gloucestershire

#### **VII.1.4) Description of the procurement:**

Electronic Call Monitoring Software for Gloucestershire County Council

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

Duration in months

36

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

Total value of the contract/lot/concession:

£1,500,000

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

Access UK Ltd

Loughborough

Country

United Kingdom

NUTS code

- UKF2 - Leicestershire, Rutland and Northamptonshire

Companies House

2343760

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):

Gloucestershire County Council will be amending the award of the contract term from a three (3) + two (2) years contract to a three (3) year contract

### **VII.2.2) Reasons for modification**

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

Bids received were outside the the budgetary envelope therefore the contract term has had to be reduced.

### **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: £1,500,000

Total contract value after the modifications

Value excluding VAT: £1,500,000