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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

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 adaption and average inflation)

Value excluding VAT: £1,500,000

Total contract value after the modifications

Value excluding VAT: £1,500,000