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Contract

Speak Up Helpline

Department of Health and Social Care

F03: Contract award notice

Notice identifier: 2023/S 000-015639

Procurement identifier (OCID): ocds-h6vhtk-03a5f1

Published 2 June 2023, 9:12am

Section I: Contracting authority

I.1) Name and addresses

Department of Health and Social Care

39 Victoria Street

London

SW1H 0EU

Contact

Andre Mederick

Email

ccsinbox@dhsc.gov.uk

Telephone

+44 1132045540

Country

United Kingdom

Region code

UKI32 - Westminster

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

Buyer's address

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Speak Up Helpline

Reference number

C81358

II.1.2) Main CPV code

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.1.3) Type of contract

Services

II.1.4) Short description

The Department of Health and Social Care looked to appoint a competent provider to deliver a signposting Speak up helpline and online tool for NHS and social care workers.

Contract term: 12 months with the option to extend for up to 24 months in 12 month periods.

Estimated contract value (including extensions): £161,088 (excl. VAT). This equates to £53,696 (excl. VAT) per year (providing all extensions are exercised).

The opportunity was available on the DHSC Atamis eTendering System, along with all the tender documentation.

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: £161,088

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre
- 79990000 - Miscellaneous business-related services

II.2.3) Place of performance

NUTS codes

- UKI32 - Westminster

II.2.4) Description of the procurement

The Department of Health and Social Care looked to appoint a competent provider to deliver a signposting Speak up helpline and online tool for NHS and social care workers. This was an above threshold, open tender procurement.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 65

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Cost / Weighting: 25

II.2.11) Information about options

Options: No

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 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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-004676](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 May 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Social Enterprise Direct

Brunswick House, 51 Wilson Street

Glasgow

G1 1UZ

Country

United Kingdom

NUTS code

- UKI32 - Westminster

National registration number

SC415583

Internet address

<http://www.socialenterprisedirect.co.uk>

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £161,088

Lowest offer: £138,330 / Highest offer: £343,915 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>