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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: <u>2023/S 000-004676</u>

### 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/