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Contract

## **HCC 03/23 - Provision of Herts Help Information Advice Helpline**

Hertfordshire County Council

F03: Contract award notice

Notice identifier: 2023/S 000-017458

Procurement identifier (OCID): ocds-h6vhtk-03b2fe

Published 20 June 2023, 10:16am

### **Section I: Contracting authority**

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

Hertfordshire County Council

Pegs Lane

HERTFORD

SG13 8DE

#### **Contact**

Strategic Procurement Group

#### **Email**

[helen.brucehoy@hertfordshire.gov.uk](mailto:helen.brucehoy@hertfordshire.gov.uk)

#### **Telephone**

+44 01992588668

**Country**

United Kingdom

**NUTS code**

UKH23 - Hertfordshire

**Internet address(es)**

Main address

[www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)

Buyer's address

<https://in-tendhost.co.uk/supplyhertfordshire.aspx/Home>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

HCC 03/23 - Provision of Herts Help Information Advice Helpline

Reference number

HCC2214258

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

- 98300000 - Miscellaneous services

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

Services

#### **II.1.4) Short description**

Hertfordshire County Council (the 'Council') went out to procurement for the provision of the Herts Help Information and Advice telephone service and Welfare Assistance triage service, and also the Welfare Assistance Financial advice service which is part of the Hertfordshire Welfare Assistance service. This is an Award Notice and this opportunity has now closed. Please see Section V (Award of Contract) for further details.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £9,560,560

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

#### **II.2.1) Title**

Provision of Specialist Financial Advice to Prevent Crisis

Lot No

Lot 2

### **II.2.2) Additional CPV code(s)**

- 98300000 - Miscellaneous services
- 75200000 - Provision of services to the community
- 75100000 - Administration services
- 85300000 - Social work and related services

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

NUTS codes

- UKH23 - Hertfordshire

### **II.2.4) Description of the procurement**

Lot 2 is for the Provision of Specialist Financial Advice to Prevent Crisis. The estimated total value of the Contract is stated in II.1.5) of this notice and is for the initial term inclusive of the approximate value for extension. The estimated annual value of the Contract for Lot 2 will be approximately £397267. The Contract for Lot 2 is awarded for an initial term of 5 years with the option to extend for a further four years. Therefore, the maximum duration of this Contract could be nine years. Please note that the contract requirements will be subject to available financial resources, supplier performance and flexibility to meet changing demands. Organisations should be aware that due to the nature of the Services provided, any Contract formed as a result of this procurement process shall be executed as a deed. Please Note the TUPE Employee Liability Information for this procurement was provided along with other documentation for this procurement. TUPE related information is personal data and must be protected in accordance with the requirements of Data Protection legislation and must also be kept confidential.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality Criteria / Weighting: 60%

Price - Weighting: 40%

### **II.2.11) Information about options**

Options: Yes

Description of options

This Contract will be reviewed at the end of the Contract period. The Council will have the option to extend by up to four (4) further years

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

The Herts Help Information and Advice telephone service and Welfare Assistance triage service

Lot No

Lot 1

### **II.2.2) Additional CPV code(s)**

- 98300000 - Miscellaneous services
- 75200000 - Provision of services to the community
- 75100000 - Administration services
- 85300000 - Social work and related services

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

NUTS codes

- UKH23 - Hertfordshire

### **II.2.4) Description of the procurement**

Lot 1 is for the provision of the Herts Help Information and Advice telephone service and Welfare Assistance triage service. The estimated total value of the Contract is stated in II.1.5)

of this notice and is for the initial term inclusive of the approximate value for extension. For the avoidance of doubt, the estimated annual value of the Contract for Lot 1 is approximately £664096. The Contract for Lot 1 will be awarded for an initial term of five years seven months with the option to extend for a further four years. Please note the contract requirements are subject to available financial resources, supplier performance and flexibility to meet changing demands. Organisations should be aware that due to the nature of the Services provided, any Contract formed as a result of the procurement process shall be executed as a deed. Please Note the TUPE Employee Liability Information for this procurement was provided along with other documentation for the procurement. TUPE related information is personal data and must be protected in accordance with the requirements of Data Protection legislation and must also be kept confidential.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality Criteria / Weighting: 60%

Price - Weighting: 40%

### **II.2.11) Information about options**

Options: Yes

Description of options

This Contract will be reviewed at the end of the Contract period. The Council will have the option to extend by up to four (4) further years

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **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 000-007511](#)

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

### **Contract No**

HCC2214258

### **Lot No**

Lot 2

### **Title**

Specialist Financial Advice to Prevent Crisis

A contract/lot is awarded: Yes

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

#### **V.2.1) Date of conclusion of the contract**

12 June 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

#### **V.2.3) Name and address of the contractor**

Stevenage Citizens Advice Bureau

Daneshill House, Danestreet



Stevenage

SG1 1HN

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

National registration number

03836106

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: £3,575,403

Total value of the contract/lot: £3,575,403

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

### **Contract No**

HCC2214258

### **Lot No**

Lot 1

### **Title**

Herts Help Telephone Service and Welfare Assistance Scheme

A contract/lot is awarded: Yes

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

#### **V.2.1) Date of conclusion of the contract**

12 June 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

#### **V.2.3) Name and address of the contractor**

Stevenage Citizens Advice Bureau

Daneshill House, Danestreet

Stevenage

SG1 1HN

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

National registration number

03836106

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: £5,985,157

Total value of the contract/lot: £5,985,157

#### **V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Value excluding VAT: £2,932,726.93

Proportion: 49 %

Short description of the part of the contract to be subcontracted

Lot 1 - Herts Help Telephone Service and Welfare Assistance Scheme is to be split between the lead Supplier Citizens Advice Bureau Stevenage, and they will sub-contract 49% to Age UK Hertfordshire.

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## **Section VI. Complementary information**

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

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

High Court, Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

High Court, Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom