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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

Telephone

+44 01992588668

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

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

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.

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

Price - Weighting: 40%

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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

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](#)

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

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

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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.

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