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Contract

Customer Service Design Capability Contract

Department of Health and Social Care

F20: Modification notice

Notice identifier: 2021/S 000-025830

Procurement identifier (OCID): ocds-h6vhtk-02ec53

Published 15 October 2021, 12:30pm

Section I: Contracting authority/entity

I.1) Name and addresses

Department of Health and Social Care

39 Victoria Street

London

SW1H 0EU

Email

procurement.operations@DHSC.gov.uk

Country

United Kingdom

NUTS 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>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Service Design Capability Contract

II.1.2) Main CPV code

- 72230000 - Custom software development services

II.1.3) Type of contract

Services

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement at the time of conclusion of the contract:

Provision of User Experience Design Capability

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

8

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.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2021/S 028-070717](#)

Section V. Award of contract/concession

Contract No

C43284

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

30 July 2021

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

Nomensa

King William House, 13 Queen Square

Bristol

BS1 4NT

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04214477

Internet address

www.nomensa.com

The contractor/concessionaire is an SME

Yes

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: £1,250,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

Strand

London

WC2A 2LL

Email

generaloffice@administrativecourtoffice.justice.gov.uk

Country

United Kingdom

Internet address

<https://www.gov.uk/courts-tribunals>

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 72230000 - Custom software development services

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

VII.1.4) Description of the procurement:

Additional requirements added to the Customer build work through the DCT programme. The uplift will enable additional Service Design.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Start date

15 September 2021

End date

31 March 2022

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£1,750,000

VII.1.7) Name and address of the contractor/concessionaire

Nomensa

King William House, 13 Queen Square

Bristol

BS1 4NT

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04214477

Internet address

www.nomensa.com

The contractor/concessionaire is an SME

Yes

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):

Variation under Regulation 72(1)(b)

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

The uplift will enable additional Service Design.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £1,250,000

Total contract value after the modifications

Value excluding VAT: £1,750,000