

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/029335-2023>

Contract

Customer Service Practitioner/Specialist

Suffolk County Council

F03: Contract award notice

Notice identifier: 2023/S 000-029335

Procurement identifier (OCID): ocds-h6vhtk-04080d

Published 5 October 2023, 8:35am

Section I: Contracting authority

I.1) Name and addresses

Suffolk County Council

Endeavour House, Russell Rd

IPSWICH

IP12BX

Email

Rising.High@suffolk.gov.uk

Country

United Kingdom

Region code

UKH14 - Suffolk

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.suffolk.gov.uk/>

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

Customer Service Practitioner/Specialist

Reference number

SCC0108IB

II.1.2) Main CPV code

- 80530000 - Vocational training services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of apprenticeship learning providers via YPO procurement services.

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: £75,000

II.2) Description

II.2.2) Additional CPV code(s)

- 80530000 - Vocational training services

II.2.3) Place of performance

NUTS codes

- UKH14 - Suffolk

II.2.4) Description of the procurement

Suffolk County Council have procured the Customer Service Practitioner & Customer Service Specialist apprenticeship standards via the YPO procurement services for an agreed contract length of 18 months.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- New works/services, constituting a repetition of existing works/services

Explanation:

Suffolk County Council have awarded this contract to the winning training provider after carrying out a desktop evaluation. The winning provider was based on location, delivery style/flexibility, cohort size, positive previous experience and ability to deliver against our specified criteria.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

SCC0108IB

Title

Customer Service Practitioner/Specialist

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

2 October 2023

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Ginger Nut Media Limited

Colchester

Country

United Kingdom

NUTS code

- UKH3 - Essex

Companies House

07392472

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £75,000

Total value of the contract/lot: £75,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Suffolk County Council

Ipswich

Country

United Kingdom