

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](mailto: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

