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Contract

## **The Supply of a Response Service to Telecare Service Users within Hertfordshire**

North Hertfordshire District Council

F03: Contract award notice

Notice identifier: 2023/S 000-029968

Procurement identifier (OCID): ocids-h6vhtk-040b0f

Published 11 October 2023, 12:53pm

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

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

North Hertfordshire District Council

Council Offices, Gernon Road

LETCHWORTH

SG63JF

#### **Contact**

The Procurement Officer

#### **Email**

[procurement@north-herts.gov.uk](mailto:procurement@north-herts.gov.uk)

#### **Telephone**

+44 1462474000

#### **Country**

United Kingdom

**Region code**

UKH23 - Hertfordshire

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.north-herts.gov.uk](http://www.north-herts.gov.uk)

**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**

The Supply of a Response Service to Telecare Service Users within Hertfordshire

Reference number

NHDC ST202303-04

**II.1.2) Main CPV code**

- 85311100 - Welfare services for the elderly

**II.1.3) Type of contract**

Services

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

AWARDED - RESPONSE SERVICE TO TELECARE SERVICE USERS WITHIN  
HERTFORDSHIRE

#### **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: £2,374,000

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

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

NUTS codes

- UKH - East of England

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

SUPPLY OF A RESPONSE SERVICE TO TELECARE SERVICE USERS WITH  
HERTFORDSHIRE

VEAT Notice previously published 16 May 2023

<https://www.find-tender.service.gov.uk/Notice/013952-2023?origin=SearchResults&p=1>

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

Quality criterion - Name: Quality and Social Value / Weighting: 55

Price - Weighting: 45

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

Options: No

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## **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

- The procurement falls outside the scope of application of the regulations

Explanation:

For unforeseeable events and for reasons of extreme urgency:

An open tender procurement was carried out in October 2022, however this was unsuccessful, with no acceptable bids received. The option of running a second procurement exercise was discounted due to time constraints. The reason for the extreme urgency was due to a contract start date of January 2023 being required in order to ensure sufficient mobilisation time before the existing contract expired on 31/03/2023. In addition, the likelihood of a second procurement exercise resulting in a positive outcome was low given the limited interest in the original tender.

Negotiations were undertaken with 3 existing providers. 2 suppliers either failed to produce a service delivery option within the budget envelope, or failed to engage with the process to the degree necessary to demonstrate Best Value for Money. Only one existing provider offered to perform the service within the Budget Envelope and at the Quality Level required.

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

The procurement is covered by the Government Procurement Agreement: No

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

A contract/lot is awarded: Yes

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

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

29 September 2023

**V.2.2) Information about tenders**

Number of tenders received: 3

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

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

British Red Cross

44 Moorfields

London

EC2Y 9AL

Country

United Kingdom

NUTS code

- UKH - East of England

Charity Commission (England and Wales)

220949

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: £2,374,000

Total value of the contract/lot: £2,374,000

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## **Section VI. Complementary information**

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

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

North Hertfordshire District Council

Council Offices, Gernon Road

Letchworth Garden City

SG63JF

Country

United Kingdom