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Contract

## **Social Media Moderation Services**

NHS Digital

F03: Contract award notice

Notice identifier: 2021/S 000-031004

Procurement identifier (OCID): ocds-h6vhtk-02d7de

Published 13 December 2021, 4:48pm

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

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

NHS Digital

7 & 8 Wellington Place

Leeds

LS1 4AP

#### **Contact**

Contract Management

#### **Email**

[nhsdcontractmanagement@nhs.net](mailto:nhsdcontractmanagement@nhs.net)

#### **Telephone**

+44 3003035678

#### **Country**

United Kingdom

**NUTS code**

UKE42 - Leeds

**Internet address(es)**

Main address

<https://www.digital.nhs.uk/>

Buyer's address

<https://www.digital.nhs.uk/>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Social Media Moderation Services

**II.1.2) Main CPV code**

- 98000000 - Other community, social and personal services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Moderation services for social media comments

#### **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: £1,000,000

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

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

NUTS codes

- UKE4 - West Yorkshire

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

Social media moderation services

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

Quality criterion - Name: Technical / Weighting: 55

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Commercial / Weighting: 35

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

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **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: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-020591](#)

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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**

7 November 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

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

StrawberrySocial Ltd

71-75 Shelton Street

London

WC2H 9JQ

Telephone

+44 7741848738

Country

United Kingdom

NUTS code

- UKI4 - Inner London – East

National registration number

9517797

Internet address

[www.strawberrysocial.com](http://www.strawberrysocial.com)

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: £1,000,000

Total value of the contract/lot: £1,000,000

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## **Section VI. Complementary information**

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

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

NHS Resolution

2nd Floor, 151 Buckingham Palace Road

London

SW1W 9SZ

Email

[contract.queries@resolution.nhs.uk](mailto:contract.queries@resolution.nhs.uk)

Country

United Kingdom

Internet address

<https://www.resolution.nhs.uk/>