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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

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

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

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](#)

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

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

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

Country

United Kingdom

Internet address

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