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Contract

## **Supply of HR Support Services Y25006**

Kent County Council (t/a Procurement Services)

F03: Contract award notice

Notice identifier: 2025/S 000-035534

Procurement identifier (OCID): ocds-h6vhtk-04bd7a

Published 26 June 2025, 4:53pm

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

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

Kent County Council (t/a Procurement Services)

1 Abbey Wood Road

West Malling

ME19 4YT

#### **Email**

[csgprocurement@cs ltd.org.uk](mailto:csgprocurement@cs ltd.org.uk)

#### **Telephone**

+44 8081685808

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.commercialservices.org.uk/>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**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**

Supply of HR Support Services Y25006

Reference number

Y25006

**II.1.2) Main CPV code**

- 79631000 - Personnel and payroll services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

This Framework Agreement has been split into four (4) LOTs. It is not compulsory to Tender

for all LOTs, Tenderers may apply for one, several, or all LOTs.

LOT 1 – HR Administration and Payroll Service

LOT 2 – HR Advisory Services

LOT 3 – Employee Screening

LOT 4 – Staff Health and Wellbeing

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Lowest offer: £1 / Highest offer: £500,000,000 taken into consideration

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

#### **II.2.1) Title**

HR Administration and Payroll Service

Lot No

1

#### **II.2.2) Additional CPV code(s)**

- 79211110 - Payroll management services
- 79631000 - Personnel and payroll services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

This LOT will cover the provision of HR administration and payroll Services, including but not limited to:

- Benefits administration
- Compliance and reporting
- Employee lifecycle management, including onboarding and offboarding
- Employee records management
- Employee relations
- Flexible working
- Health and safety administration
- HR Information Systems (HRIS) management
- Leave administration
- Payroll administration
- Pension administration
- Performance management
- Recruitment support
- Time and attendance management
- Training and development support

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

Quality criterion - Name: Delivering the Framework Agreement / Weighting: 35

Quality criterion - Name: Delivering the Service and Account Management / Weighting: 45

Quality criterion - Name: Standards, Regulations and Policies / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Price / Weighting: 0

### **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

## **II.2) Description**

### **II.2.1) Title**

HR Advisory Services

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 79631000 - Personnel and payroll services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

This LOT will cover the provision of HR advisory services, including but not limited to:

- Gender / ethnicity pay gap analysis
- HR and employment matters including, but not limited to:
  - o Bonus and incentive schemes

- oChange management and redundancy
- oContract changes
- oData protection
- oDisciplinary and grievance procedures
- oIll health and absence management
- oJob evaluations
- oMaternity and paternity leave
- oPerformance management and capability
- oReward Strategy
- oSafeguarding and managing allegations
- oTUPE processes
- oWorkplace mediation and conflict resolution
- HR investigations
- Organisational change
- Pay / benefit benchmarking
- Training and development

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

Quality criterion - Name: Delivering the Framework Agreement / Weighting: 35

Quality criterion - Name: Delivering the Service and Account Management / Weighting: 45

Quality criterion - Name: Standards, Regulations and Policies / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Price / Weighting: 0

### **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

## **II.2) Description**

### **II.2.1) Title**

Employee Screening

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 79631000 - Personnel and payroll services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

This LOT will cover the provision of a range of employee screening Services, including but not limited to:

- Criminal record checks
- DBS checks
- Employment history and gap analysis
- Identity Checks

- Reference checks
- Right to work checks
- Social media checks

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

Quality criterion - Name: Delivering the Framework Agreement / Weighting: 35

Quality criterion - Name: Delivering the Service and Account Management / Weighting: 45

Quality criterion - Name: Standards, Regulations and Policies / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Price / Weighting: 0

#### **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

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

#### **II.2.1) Title**

Staff Health and Wellbeing

Lot No

4

#### **II.2.2) Additional CPV code(s)**

- 79631000 - Personnel and payroll services

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

NUTS codes

- UK - United Kingdom



Main site or place of performance

UNITED KINGDOM

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

This LOT will cover the provision of a range of staff health and wellbeing Services

to help support organisations with creating a healthier, happier, and more productive workforce. Awarded Suppliers

will be expected to be able to provide assistance, either directly or via Sub-Contractors, in the following areas,

including but not limited to:

- Financial wellbeing

- oDebt management support

- oFinancial education

- Mental wellbeing

- oEmployee assistance programmes (EAP)

- oMental health first aid training

- oStress management programmes

- oSupport networks

- oWorkplace surveys

- Physical wellbeing

- oErgonomic assessments

- oFitness programmes

- oHealth screenings and assessments

- oHealthy eating initiatives

oVaccination programs

- Social wellbeing

oTeam building activities

oVolunteering opportunities

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

Quality criterion - Name: Delivering the Framework Agreement / Weighting: 35

Quality criterion - Name: Delivering the Service and Account Management / Weighting: 45

Quality criterion - Name: Standards, Regulations and Policies / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Price / Weighting: 0

#### **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

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

#### **II.2.1) Title**

Total HR Management Service

Lot No

5

#### **II.2.2) Additional CPV code(s)**

- 79631000 - Personnel and payroll services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

Suppliers awarded onto all LOTs 1, 2, 3 and 4 will automatically be added into this

LOT 5 to be able to provide all Services as a total HR management Service.

Suppliers are to make available if required, either directly or indirectly via Sub-Contractors, all resources to enable a

total HR management Service to be procured under this LOT 5.

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

Quality criterion - Name: Delivering the Framework Agreement / Weighting: 35

Quality criterion - Name: Delivering the Service and Account Management / Weighting: 45

Quality criterion - Name: Standards, Regulations and Policies / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Price / Weighting: 0

#### **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.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

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

The procurement is covered by the Government Procurement Agreement: No

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

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

Notice number: [2024/S 000-037599](#)

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

### **Lot No**

1

A contract/lot is awarded: Yes

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

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

25 June 2025

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

Number of tenders received: 8

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: 8

The contract has been awarded to a group of economic operators: Yes

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

Morson Human Resources Limited

Adamson House, Centenary Way

Greater Manchester

M50 1RD

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02714555

The contractor is an SME

No

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

Capita Business Services Ltd

First Floor, 2 Kingdom St, Paddington

London

W2 6BD

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02299747

The contractor is an SME

No

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

Commercial Services Kent Ltd

1 Abbey Wood Rd, Kings Hill

West Malling

ME19 4YT

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

05858177

The contractor is an SME

No

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

Juniper Education Services Ltd

Boundary House, 4 County Place, Chelmsford

Essex

CM2 0RE

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

12004688

The contractor is an SME

Yes

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

de Novo Consulting Services Ltd

Merlin House, Langstone Business Village

Newport

NP18 2HJ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

12686607

The contractor is an SME

No

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

NHS Arden & Greater East Midlands Commissioning Support Unit

St John's House, East Street

Leicester

LE1 6NB

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

N/A

The contractor is an SME

No

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

Lowest offer: £1 / Highest offer: £100,000,000 taken into consideration

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

### **Lot No**

2

A contract/lot is awarded: Yes

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

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

9 May 2025

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



Number of tenders received: 10

Number of tenders received from SMEs: 4

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: 10

The contract has been awarded to a group of economic operators: Yes

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

High Performance Consultancy Ltd

Merchants Place, Suite 8 Tower Street, Brunswick Bis Park

Liverpool

L3 4BJ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

08159027

The contractor is an SME

Yes

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

Morson Human Resources Limited

Adamson House, Centenary Way

Greater Manchester

M50 1RD

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02714555

The contractor is an SME

No

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

Capita Business Services Ltd

First Floor, 2 Kingdom St, Paddington

London

W2 6BD

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02299747

The contractor is an SME

No

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

Commercial Services Kent Ltd

1 Abbey Wood Rd, Kings Hill

West Malling

ME19 4YT

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

05858177

The contractor is an SME

No

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

Juniper Education Services Ltd

Boundary House, 4 County Place, Chelmsford

Essex

CM2 0RE

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

12004688

The contractor is an SME

Yes

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

Innecto People Consulting Ltd

John Ormond House, 899 Silbury Boulevard

Milton Keynes

MK9 3XL

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04741738

The contractor is an SME

Yes

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

NHS Arden & Greater East Midlands Commissioning Support Unit

St John's House, East Street

Leicester

LE1 6NB

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

N/A

The contractor is an SME

No

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

Peninsula Business Services Ltd

The Peninsula, Victoria Place

Manchester

M4 4FB

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

01702759

The contractor is an SME

No

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

Lowest offer: £1 / Highest offer: £75,000,000 taken into consideration

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

### **Lot No**

3

A contract/lot is awarded: Yes

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

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

25 June 2025

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

Number of tenders received: 9

Number of tenders received from SMEs: 5

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: 9

The contract has been awarded to a group of economic operators: Yes

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

Morson Human Resources Limited

Adamson House, Centenary Way

Greater Manchester

M50 1RD

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02714555

The contractor is an SME

No

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

Commercial Services Kent Ltd

1 Abbey Wood Road, Kings Hill

West Malling

ME19 4YT

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

05858177

The contractor is an SME

No

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

Juniper Education Services Ltd

Boundary House, 4 County Place, Chelmsford

Essex

CM2 0RE

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

12004688

The contractor is an SME

Yes

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

NHS Arden & Greater East Midlands Commissioning Support Unit

St John's House, East Street

Leicester

LE1 6NB

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

N/A

The contractor is an SME

No

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

Blue Screen IT Ltd



Lowin House, Tregolls Rd, Truro

Cornwall

TR1 2NA

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

05014538

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £50,000,000 taken into consideration

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

### **Lot No**

4

A contract/lot is awarded: Yes

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

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

25 June 2025

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

Number of tenders received: 9

Number of tenders received from SMEs: 4

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: 9

The contract has been awarded to a group of economic operators: Yes

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

Reward Gateway (UK) Ltd

Third Floor, 1 Dean Street

London

W1D 3RB

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

05696250

The contractor is an SME

No

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

Morson Human Resources Limited

Adamson House, Centenary Way

Greater Manchester

M50 1RD

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02714555

The contractor is an SME

No

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

Syrona Ltd

Collingwood Buildings, 38 Collingwood Street

Newcastle Upon Tyne

NE1 1JF

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

11159809

The contractor is an SME

Yes

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

Commercial Services Kent Ltd

1 Abbey Wood Road, Kings Hill

West Malling

ME19 4YT

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

05858177

The contractor is an SME

No

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

Health Assured Ltd

The Peninsula, Victoria Place

Manchester

M4 4FB

Email

[bids@healthassured.co.uk](mailto:bids@healthassured.co.uk)

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

06314620

The contractor is an SME

No

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

Juniper Education Services Ltd

Boundary House, 4 County Place, Chelmsford

Essex

CM2 0RE

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

12004688

The contractor is an SME

Yes

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

Deo Wellbeing Clinic

131 Baginton Rd

Coventry

CV3 6FY

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

N/A

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £75,000,000 taken into consideration

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

### **Lot No**

5

A contract/lot is awarded: Yes

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

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

9 May 2025

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

Number of tenders received: 3

Number of tenders received from SMEs: 1

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: Yes

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

Commercial Services Kent Ltd

1 Abbey Wood Road, Kings Hill

West Malling

ME19 4YT

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

05858177

The contractor is an SME

No

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

Morson Human Resources Limited

Adamson House, Centenary Way

Greater Manchester

M50 1RD

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02714555

The contractor is an SME

No

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

Juniper Education Services Ltd

Boundary House, 4 County Place, Chelmsford

Essex

CM2 0RE



Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

12004688

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £200,000,000 taken into consideration

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## **Section VI. Complementary information**

### **VI.3) Additional information**

To view this notice, please click here:

<https://csg.delta-esourcing.com/delta/viewNotice.html?noticeId=961898968> GO

Reference: GO-2025626-PRO-31169048

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

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

Kent County Council (t/a Procurement Services)

1 Abbey Wood Road

West Malling

ME19 4YT

Email

[csgprocurement@csltd.org.uk](mailto:csgprocurement@csltd.org.uk)

Telephone

+44 8081685808

Country

United Kingdom

Internet address

<https://www.commercialservices.org.uk/>

#### **VI.4.2) Body responsible for mediation procedures**

Commercial Services

1 Abbey Wood Road, Kings Hill

West Malling

ME19 4YT

Email

[csgprocurement@csltd.org.uk](mailto:csgprocurement@csltd.org.uk)

Telephone

+44 8081685808

Country

United Kingdom

Internet address

<https://www.commercialservices.org.uk/>