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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@csitd.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

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:
 - Bonus and incentive schemes

- o Change management and redundancy
- o Contract changes
- o Data protection
- o Disciplinary and grievance procedures
- o Health and absence management
- o Job evaluations
- o Maternity and paternity leave
- o Performance management and capability
- o Reward Strategy
- o Safeguarding and managing allegations
- o TUPE processes
- o Workplace 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

- Debt management support

- Financial education

- Mental wellbeing

- Employee assistance programmes (EAP)

- Mental health first aid training

- Stress management programmes

- Support networks

- Workplace surveys

- Physical wellbeing

- Ergonomic assessments

- Fitness programmes

- Health screenings and assessments

- Healthy eating initiatives

- o Vaccination programs
- Social wellbeing
- o Team building activities
- o Volunteering 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

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](#)

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

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

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

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

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

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

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@csitd.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@csitd.org.uk

Telephone

+44 8081685808

Country

United Kingdom

Internet address

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