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Contract

Young People's Face to Face and Online Counselling Service in Knowsley

Knowsley Council

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2023/S 000-036704

Procurement identifier (OCID): ocids-h6vhtk-03cfa2

Published 13 December 2023, 4:49pm

Section I: Contracting authority

I.1) Name and addresses

Knowsley Council

4th Floor, Waterside House

Sale

M33 7ZF

Contact

Ms Kelly Black

Email

kelly.black@star-procurement.gov.uk

Telephone

+44 1619121616

Country

United Kingdom

Region code

UKD7 - Merseyside

Internet address(es)

Main address

<http://www.knowsley.gov.uk>

Buyer's address

<http://www.knowsley.gov.uk>

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**

Young People's Face to Face and Online Counselling Service in Knowsley

Reference number

DN671997

II.1.2) Main CPV code

- 85312320 - Counselling services

II.1.3) Type of contract

Services

II.1.4) Short description

Knowsley Council seeks to work with an organisation to provide a high quality 1:1, face to face counselling Service for 11–19-year-olds in the Borough (and for those up to age 25 where

there are additional needs) and an online counselling provision for 11-19 year olds (and up to

age 25 for young people with additional needs).

II.1.6) Information about lots

This contract is divided into lots: No

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

Lowest offer: £794,732.58 / Highest offer: £795,000 taken into consideration

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD7 - Merseyside

II.2.4) Description of the procurement

Knowsley Council seeks to work with an organisation to provide a high quality 1:1, face to face counselling Service for 11–19-year-olds in the Borough (and for those up to age 25 where there are additional needs) and an online counselling provision for 11-19 year olds (and up to

age 25 for young people with additional needs).

Face to Face Counselling Service

This Service will be delivered to all 11–19-year-olds attending a Knowsley school. The Provider

should deliver a range of proven interventions such as cognitive behaviour therapy, behaviour therapy and motivational interviewing and will be required to be associated with the appropriate affiliations for counselling such as BACP (British Association of Counselling & Psychotherapy). The Provider will have a successful proven track record of delivering counselling services to children and young people.

Online Counselling Service

The Provider will establish a confidential, online counselling provision for 11–19-year-olds (and up to age 25 for young people with additional needs) who are a Knowsley resident. Support will be available via online facilities such as messaging, instant chat with a counsellor, text messaging and moderated message boards and forums.

Adults Online Counselling Service

Although not part of this current opportunity, the Council reserves the right to expand the scope of the services to include provision to adults. This may be through the same system as

that used for Young People or may be through a separate (but similar) system. This optional

extra may be taken up by the Council at any time during the term and will follow the Change

Control Process as set out in the Terms and Conditions.

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) Form of procedure

Open procedure

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-015025](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.2) Information about tenders

Number of tenders received: 2

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: 2

V.2.3) Name and address of the contractor

ZunTold

71-75 Shelton Street, Covent Garden

London

WC2H 9JQ

Email

elaine@zuntold.com

Telephone

+44 7974190136

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

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

Total value of the contract/lot: £794,932.58

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Knowsley Council

Knowsley

Country

United Kingdom