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Contract

Historic England Customer Service Provision

Historic England

F03: Contract award notice

Notice identifier: 2024/S 000-038491

Procurement identifier (OCID): ocds-h6vhtk-048add

Published 28 November 2024, 3:45pm

Section I: Contracting authority

I.1) Name and addresses

Historic England

The Engine House, Firefly Avenue

Swindon

SN2 2EH

Email

Procurement-HE@historicengland.org.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://in-tendhost.co.uk/historicengland/asp/Home>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Recreation, culture and religion

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Historic England Customer Service Provision

Reference number

P/REF 00000325

II.1.2) Main CPV code

- 72720000 - Wide area network services

II.1.3) Type of contract

Services

II.1.4) Short description

Historic England requires a Customer Service supplier to act as first point of contact for Historic England for general enquiries and as a filter for other enquiries, working to an agreed service standard. This is required Monday to Friday year round between 9am to 5pm. Historic England expects this work to be carried out from the suppliers premises or workers homes without any requirement for an onsite presence at Historic England.

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: £337,278

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre
- 79342300 - Customer services
- 79511000 - Telephone operator services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Please see ITT Documentation.

II.2.5) Award criteria

Price

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: [2024/S 000-025826](#)

Section V. Award of contract

Contract No

C/REF 00000811

Title

Historic England Customer Service Provision

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 November 2024

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 0

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: 7

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

V.2.3) Name and address of the contractor

Adecco UK Ltd

London

E1 6EG

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £447,278

Total value of the contract/lot: £447,278

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

not applicable

Historic England

Country

United Kingdom