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Contract

Contract for the Provision of Bereavement Support

Hertfordshire County Council

F03: Contract award notice

Notice identifier: 2025/S 000-041789

Procurement identifier (OCID): ocids-h6vhtk-056350

Published 21 July 2025, 5:17pm

Section I: Contracting authority

I.1) Name and addresses

Hertfordshire County Council

County Hall

Hertford

SG138DQ

Email

nicole.mccaffrey1@hertfordshire.gov.uk

Country

United Kingdom

Region code

UKH23 - Hertfordshire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

Buyer's address

<https://in-tendhost.co.uk/supplyhertfordshire.aspx/Home>

I.4) Type of the contracting authority

Regional or local Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contract for the Provision of Bereavement Support

Reference number

HCC2517048

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

Cruse Bereavement Support is a support Service for those bereaved at any age. It aims to promote the wellbeing of bereaved people and to enable anyone suffering a bereavement to understand their grief and cope with their loss.

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: £129,710

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

II.2.4) Description of the procurement

Hertfordshire County Council has a requirement for a bereavement support service. The service provides information, support, and advice. Bereavement support can be provided

one to one or as part of a Group with a bereavement support worker. Advice is provided via telephone, email, or the via the internet. The service also runs an all-age helpline for young people age 5 to 18, and adults.

The Council is intending to award this contract to our existing provider following Direct Award Process C under the Provider Selection Regime (PSR.)

The contract will commence on 4th August 2025 until 3rd August 2028 with the option to extend for an additional 2 years until 3rd August 2030.

The approximate life time value of this contract is stated in II.1.7 above and includes the value of any possible extensions.

II.2.5) Award criteria

Quality criterion - Name: The existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard / Weighting: 100

Price - Weighting: 0

II.2.11) Information about options

Options: Yes

Description of options

There is the option to extend the contract for two (2) years subject to available funding and satisfactory performance at the discretion of the Council.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award.

The publication of this notice marks the start of the standstill period.

Representations by providers must be made to the relevant authority by 1st August 2025.

This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

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

The procurement is covered by the Government Procurement Agreement: No

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

18 July 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

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

V.2.3) Name and address of the contractor

Cruse Bereavement Support

Unit 0.1, One Victoria Villas, Richmond

London

TW9 2GW

Country

United Kingdom

NUTS code

- UKI75 - Hounslow and Richmond upon Thames

Companies House

00638709

The contractor is an SME

Yes

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

Total value of the contract/lot: £129,710

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award.

The publication of this notice marks the start of the standstill period.

Representations must be made to decision makers by 1st August 2025.

The contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Written representations should be sent to:

strategic.procurement@hertfordshire.gov.uk

Details of individuals making the award decision:

Senior Commissioning Manager, IHCCT

The existing provider is satisfying the existing contract and will likely satisfy the proposed new contract. The provider has been assessed against the relevant 5 key criteria and has passed the requirements.

There were no conflicts of interest identified.

VI.4) Procedures for review

VI.4.1) Review body

Independent Choice and Procurement Panel

Wellington House

London

SE1 8UG

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Council will enter into an 8 working day standstill period following publication of this Contract Award Notice before officially awarding the contract in line with the requirements under PSR.