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Contract

## **HCC 09/22 - The Provision of an Out of Hours Call Handling Service**

Hertfordshire County Council

F03: Contract award notice

Notice identifier: 2023/S 000-000453

Procurement identifier (OCID): ocids-h6vhtk-036b06

Published 6 January 2023, 4:56pm

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

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

Hertfordshire County Council

Pegs Lane

HERTFORD

SG13 8DE

#### **Contact**

Strategic Procurement Group

#### **Email**

[Nicole.McCaffrey1@hertfordshire.gov.uk](mailto:Nicole.McCaffrey1@hertfordshire.gov.uk)

#### **Telephone**

+44 01992588106

#### **Country**

United Kingdom

**NUTS code**

UKH23 - Hertfordshire

**Internet address(es)**

Main address

<https://www.hertfordshire.gov.uk/services/business/doing-business-with-us/doing-business-with-us.aspx>

Buyer's address

<https://www.supplyhertfordshire.uk/>

**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**

HCC 09/22 - The Provision of an Out of Hours Call Handling Service

Reference number

HCC2214058

#### **II.1.2) Main CPV code**

- 79512000 - Call centre

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

This is an award notice for The Provision of an Out of Hours Call Handling Service, and therefore the opportunity is closed.

#### **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: £475,000

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

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

- 79512000 - Call centre
- 64200000 - Telecommunications services
- 85321000 - Administrative social services
- 32540000 - Switchboards
- 64211100 - Local telephone services

- 32543000 - Telephone switchboards
- 64211000 - Public-telephone services
- 64214200 - Telephone switchboard services

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

NUTS codes

- UKH23 - Hertfordshire

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

Please see section V (award of contract) for further details. Hertfordshire County Council (the 'Council') has established a contract for the provision of an Out of Hours Call Handling Service. Please note that the value entered in V.2.4 is the amount available for the full contract. Organisations should be aware that due to the nature of the Services provided, the Contract shall be executed as a deed.

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

Price

### **II.2.11) Information about options**

Options: Yes

Description of options

Option to extend the contract for a further period or periods of up to a total of two (2) further years at the Council's sole discretion.

### **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.1.8) 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: [2022/S 000-026714](#)

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

### **Title**

The provision of an Out of Hours Call Handling Service.

A contract/lot is awarded: Yes

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

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

12 December 2022

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

Number of tenders received: 3

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: 3

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

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

West Midlands Ambulance Service University NHS Foundation Trust

Dudley

Country

United Kingdom

NUTS code

- UKG36 - Dudley

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: £475,000

Total value of the contract/lot: £475,000

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## **Section VI. Complementary information**

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

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

High Court,

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 20794760000

Country

United Kingdom

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

High Court,

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom