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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

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

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

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](#)

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

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