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Planning

HCC 01/24 - PPME for Income Management Solution (Online, telephone and in-person payments)

Hertfordshire County Council

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-002123

Procurement identifier (OCID): ocds-h6vhtk-042efa

Published 22 January 2024, 3:38pm

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

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

www.hertfordshire.gov.uk

Buyer's address

www.supplyhertfordshire.uk

I.3) Communication

Additional information can be obtained from the above-mentioned address

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 01/24 - PPME for Income Management Solution (Online, telephone and in-person payments)

II.1.2) Main CPV code

- 48110000 - Point of sale (POS) software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Hertfordshire County Council (the 'Council') is carrying out Pre-Procurement Market Engagement ('PPME') in relation to Income Management Solution (Online, telephone and in-person payments). The Council will consider the feedback received to help inform the Council's options and further decision making. For the avoidance of doubt, this stage of the project is not part of a formal procurement process and the Council is not committing, at this stage, to carrying out such a process. Participation or non-participation in the PPME shall not prevent any supplier participating in a potential future procurement, nor is it intended that any information supplied as part of the PPME shall place any supplier at an advantage in a potential procurement process. Participation in the PPME will be at each organisation's own cost. No expense in responding to this PPME will be reimbursed by the Council.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48110000 - Point of sale (POS) software package

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

II.2.4) Description of the procurement

Hertfordshire County Council is carrying out Pre Procurement Market Engagement for Income Management Solution (Online, telephone and in-person payments)The Council collects income from the public for hugely varied services.The Council collects income for some statutory services for which the Council is obligated to take a wide variety of payments, including face to face payments. Service users and customers have expectations of being able to pay with the latest payment methods available such as digital wallet payments and payment from mobile devices. It is the Council's ambition to promote these payment methods and online payment. Where possible, HCC would like to minimise payments being made via cheque and similarly outmoded methods of payment.The current solution is delivered by a single provider, with the contract ending in September 2025. We are seeking advice from the market on numerous matters, including the contract costs, contract type and procurement approach, timeline viability and an indication of how realistic our requirements are.With reference to section II.1.6, at this stage, we are unsure if the contract will be divided into Lots.With reference to section II.3 (Estimated date of publication of contract notice) this date is estimated and subject to change. Please ensure your supplier details are up to date on Supply Hertfordshire to ensure you receive notification should the Council decide to tender for the above contract. Please note - The Council reserves the right, at its discretion to proceed, or not, with a subsequent procurement.

II.3) Estimated date of publication of contract notice

2 June 2024

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

To access the PPME documentation please visit www.supplyhertfordshire.uk and follow the on-screen guidance. To participate in this PPME, organisations must submit their completed Supplier Questionnaire, together with any supporting documents, through the In-Tend system by the return deadline of 12.00 Noon on 19 February 2024. Please make sure that you have submitted your Supplier Questionnaire following the instructions above. The Council will not be held accountable for any errors made by an organisation in submitting their Supplier Questionnaire. If you are experiencing problems In-Tend offer a help section which includes a dedicated UK support desk which can be contacted via email: support@in-tend.co.uk or Telephone: +44 1144070065 for any website/technical questions, Monday to Friday, 8:30-17:00.