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Tender

## **HSE Telephony Service**

HEALTH & SAFETY EXECUTIVE

F02: Contract notice

Notice identifier: 2021/S 000-004507

Procurement identifier (OCID): ocds-h6vhtk-0298eb

Published 5 March 2021, 5:00pm

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

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

HEALTH & SAFETY EXECUTIVE

Redgrave Court, Merton Road

BOOTLE

L207HS

#### **Contact**

Fran Davies

#### **Email**

[tenders@hse.gov.uk](mailto:tenders@hse.gov.uk)

#### **Country**

United Kingdom

## **NUTS code**

UKD7 - Merseyside

## **Internet address(es)**

Main address

[www.hse.gov.uk](http://www.hse.gov.uk)

## **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

## **I.4) Type of the contracting authority**

Body governed by public law

## **I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

HSE Telephony Service

Reference number

HSE/T3892

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

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

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

Services

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

HSE is seeking a Provider to deal with incoming calls through our Working Safely Advice Line (WSAL), and undertake outbound Covid-secure workplace spot check telephone calls through the FY 2021/22, with an option to extend for up to a further period of 12 months subject to agreement and funding

#### **II.1.5) Estimated total value**

Value excluding VAT: £2,250,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

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

- 85100000 - Health services

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

NUTS codes

- UKD - North West (England)

Main site or place of performance

Redgrave Court, Merton Road, Bootle, Liverpool, L20 7HS

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

HSE requires a Provider who will collaborate with us in the delivery of our telephony services.

We cannot predict with certainty the way the services will be delivered throughout the year, and we need a Provider who is flexible and able to respond to a constantly changing environment with pace and enthusiasm.

We are seeking to work with a Provider who will contribute to, and support us in, continually improving the services so that we can collectively ensure Covid secure workplaces, providing the government and public with assurance that we are doing the right thing, in the right way, at the right time.

HSE requires a provider who can:

- Provide professional inbound and outbound call handling services
- Manage our Working Safely Advice Line (WSAL), helping GB businesses, employees and members of the public to navigate and understand Covid-Secure guidance and legislation
- Undertake proactive telephone Covid secure spot checks with GB workplaces and meet the volumes indicated
- Successfully balance and maintain the delivery of these services in parallel.
- Respond rapidly to changing requirements in terms of priorities, volumes, location, sector and to changes in government and HSE guidance which may impact on the process and approach
- Respond to spot-check surge requirements without significant notice which may mean changes to pre-scheduled activity
- Rapidly mobilise to begin delivering Spot Checks at pace

- Deliver the services from UK based location(s)

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

12

This contract is subject to renewal

Yes

Description of renewals

Option to extend for up to a further period of 12 months subject to agreement and funding

### **II.2.10) Information about variants**

Variants will be accepted: No

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

Options: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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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: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

6 April 2021

Local time

9:00am

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

6 April 2021

Local time

10:00am

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

Health and Safety Executive

Liverpool

Country

United Kingdom