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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

Country

United Kingdom

NUTS code

UKD7 - Merseyside

Internet address(es)

Main address

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/asp/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/asp/Home>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

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

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

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

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