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Planning

## **Pan London Out of Hours Telephony soft market testing**

London Borough of Ealing  
LONDON BOROUGH OF BARNET  
London Borough of Haringey  
London Borough of Enfield  
London Borough of Barking and Dagenham  
London Borough of Hammersmith and Fulham

F01: Prior information notice  
Prior information only  
Notice identifier: 2023/S 000-006460  
Procurement identifier (OCID): ocds-h6vhtk-03ae66  
Published 6 March 2023, 2:23pm

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

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

London Borough of Ealing  
  
Ealing Council, Perceval House, 14/16 Uxbridge Road  
  
Ealing  
  
W5 2HL

#### **Contact**

Mr Vincent Hunt

#### **Email**

[huntv@ealing.gov.uk](mailto:huntv@ealing.gov.uk)

**Telephone**

+44 27970659846

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.ealing.gov.uk>

Buyer's address

<http://www.ealing.gov.uk>

**I.1) Name and addresses**

LONDON BOROUGH OF BARNET

2 BRISTOL AVENUE

COLINDALE

NW9 4EW

**Email**

[barnetbusiness@barnet.gov.uk](mailto:barnetbusiness@barnet.gov.uk)

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://barnet.gov.uk>

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

London Borough of Haringey

alexandra House

Wood Green

N22 7TR

#### **Email**

[connectedcommunities@haringey.gov.uk](mailto:connectedcommunities@haringey.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

#### **Internet address(es)**

Main address

<https://haringey.gov.uk>

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

London Borough of Enfield

Civic Centre, Silver Street

Enfield

EN1 3XY

#### **Email**

[democracy@enfield.gov.uk](mailto:democracy@enfield.gov.uk)

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://enfield.gov.uk>

**I.1) Name and addresses**

London Borough of Barking and Dagenham

Barking Town Hall

Barking

IG11 7LU

**Email**

[3000direct@lbbd.gov.uk](mailto:3000direct@lbbd.gov.uk)

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://lbbd.gov.uk>

**I.1) Name and addresses**

London Borough of Hammersmith and Fulham

London

**Email**

[electoral.services@lbhf.gov.uk](mailto:electoral.services@lbhf.gov.uk)

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.lbhf.gov.uk>

**I.2) Information about joint procurement**

The contract involves joint procurement

**I.3) Communication**

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

<https://procontract.due-north.com/Advert/Index?advertId=a36d5dea-e6ae-ed11-811f-005056b64545>

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

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## **Section II: Object**

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

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

Pan London Out of Hours Telephony soft market testing

Reference number

DN656860

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

- 64220000 - Telecommunication services except telephone and data transmission services

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

Services

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

This soft market testing exercise concerns the renewal of the innovative joint contract for the provision for out of hours telephony service.

The provision of a high quality out of hours call handling shared service is imperative for the current users of the joint service and equally important for any potential new joiners.

The current framework is hosted by the London Borough of Ealing and is used by Ealing, Barnet, Haringey, Barking and Dagenham, and Enfield.

As the Councils come to the end of a successful period of 7 years of working together (in the last of a series of contracts) they are looking to renew the arrangement and to offer the opportunity for other public bodies to join it.

In order to maximise the efficiency of the arrangement the new supplier may be required to undertake integration of the call centre service with the back-office function of each individual council.

All Councils and Housing Arm's Length Management Organisations (ALMOs) nationally offer an out of hour's service, some retain the service in-house whilst others have sub-let or work in partnerships with other organisations to provide a service. The current Ealing-led Out of Hours Service is exceptional in that all transactions are auditable and fully computerised in the overall management of both telephone and data systems. Some

organisations may require an optional day time call handling service, however at present none of the participants have expressed a wish to utilise this option.

The Participating Organisations have joint ownership of a state of the art of telephony system which will be made available to the appointed supplier without charge.

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

Value excluding VAT: £7,000,000

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

This contract is divided into lots: No

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

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

- 79310000 - Market research services
- 79510000 - Telephone-answering services
- 64214000 - Dedicated-business telephone network services
- 64213000 - Shared-business telephone network services
- 64215000 - IP telephone services
- 64211000 - Public-telephone services
- 64212000 - Mobile-telephone services
- 64214200 - Telephone switchboard services
- 79311210 - Telephone survey services

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

NUTS codes

- UK - United Kingdom

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

This is the pre- procurement soft market testing process

### **II.3) Estimated date of publication of contract notice**

19 June 2023

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## **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