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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

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

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

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

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

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

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

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

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