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Tender

Provision of Independent Complaint Officers Framework

Hull City Council

F02: Contract notice

Notice identifier: 2025/S 000-006719

Procurement identifier (OCID): ocds-h6vhtk-04e674

Published 21 February 2025, 1:01pm

Section I: Contracting authority

I.1) Name and addresses

Hull City Council

The Guildhall, Alfred Gelder Street

Hull

HU1 2AA

Contact

Lucy Pattinson

Email

Lucy.Pattinson@hullcc.gov.uk

Telephone

+44 1482615737

Country

United Kingdom

Region code

UKE11 - Kingston upon Hull, City of

Internet address(es)

Main address

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

Buyer's address

<https://yortender.eu-supply.com/ctm/Company/CompanyInformation/Index/104102>

I.3) Communication

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

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=90374&B=UK

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=90374&B=UK

Tenders or requests to participate must be submitted to 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

Provision of Independent Complaint Officers Framework

Reference number

LP/25

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Hull City Council (The Authority) is seeking tenders from interested organisations to provide Independent Complaint Officers. The tender is an open procedure consisting of a one stage process. The contract is anticipated to commence 1st September 2025 ending by 31st August 2029 with an option to extend for a period of 2 x 12 month periods. The Authority has estimated the value of the Services to be £60,000 per annum. The estimated value is given in good faith to assist tenderers in making their submissions, it should not be interpreted as an undertaking to purchase any goods, services or works to any particular value by the Authority and does not form part of the Contract.

II.1.5) Estimated total value

Value excluding VAT: £240,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85310000 - Social work services

- 85311300 - Welfare services for children and young people
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKE11 - Kingston upon Hull, City of

II.2.4) Description of the procurement

Hull City Council (The Authority) is seeking tenders from interested organisations to provide Independent Complaint Officers. The tender is an open procedure consisting of a one stage process. The contract is anticipated to commence 1st September 2025 ending by 31st August 2029 with an option to extend for a period of 2 x 12 month periods. The Authority has estimated the value of the Services to be £60,000 per annum. The estimated value is given in good faith to assist tenderers in making their submissions, it should not be interpreted as an undertaking to purchase any goods, services or works to any particular value by the Authority and does not form part of the Contract. Further information is contained within the tender documentation. Please ensure all tender submission documents are completed as detailed. Incomplete bids will be eliminated from further process.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £240,000

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

Start date

1 September 2025

End date

31 August 2029

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Option to extend 2 x 12 month periods at the sole discretion of the Authority.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: 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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 3

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

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

Date

24 February 2025

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

24 February 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Town Clerk

Hull

Country

United Kingdom