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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](mailto: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](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](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

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## **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

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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

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## **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

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## **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