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Planning

## **Customer Service Centre**

Lincolnshire County Council

F21: Social and other specific services – public contracts

Prior information notice without call for competition

Notice identifier: 2022/S 000-009859

Procurement identifier (OCID): ocids-h6vhtk-032d20

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## **Section I: Contracting authority**

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

Lincolnshire County Council

County Offices, Newland

Lincoln

LN1 1YL

### **Contact**

Ms Lucy Reed

### **Email**

[LucyJ.Reed@lincolnshire.gov.uk](mailto:LucyJ.Reed@lincolnshire.gov.uk)

### **Country**

United Kingdom

**NUTS code**

UKF3 - Lincolnshire

**Internet address(es)**

Main address

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

Buyer's address

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

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

The contract is awarded by a central purchasing body

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

Customer Service Centre

Reference number

DN607337

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

- 75100000 - Administration services

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

Services

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

Lincolnshire County Council (the Council) welcome discussion about an upcoming Customer Service Centre requirement.

The Council is issuing a Pre-Procurement Market Engagement document to bring awareness to the market of the up-coming opportunity, to better understand current market capacity, and seek feedback to inform requirements, comments are encouraged.

The Pre-Procurement Market Engagement document will comprise of:

- Submission of a Supplier Questionnaire
- The Council may seek clarifications on supplier submissions or engage in further market engagement which may include additional questionnaires or supplier meetings.

Full details of the process and documents can be accessed via the following link:

<https://procontract.due-north.com/>

<https://procontract.due-north.com/Procurer/Advert/View?advertId=17e52e01-02bb-ec11-8113-005056b64545&fromAdvertEvent=True>

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

This contract is divided into lots: No

## **II.2) Description**

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

- 75100000 - Administration services

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

NUTS codes

- UKF3 - Lincolnshire

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

The current CSC service is managed as part of a Corporate Support Services Contract (CSSC) which expires on 31st March 2024.

The current scope of the CSSC comprises a range of services to the Council including: the CSC, the provision of IT services, HR transaction and payroll services, Adult Care Finance and processing Finance transactions.

The current contract includes 'high-risk' activity in the CSC such as Social Care referrals and assessments, which must be handled with care to protect vulnerable service users. Whilst there are far fewer Social Care calls, capacity is split roughly 60/40 weighted towards Social Care work making it clear that quality must be protected through the tender process. As a result, people handling skills will be vitally important, as the CSC is critical to us to influence our CQC and Ofsted inspections and manage our high-risk individuals.

The Council is seeking to procure the Customer Service Centre as a standalone contract via a forthcoming procurement. The required services are set out in CSC - LCC - Pre-Procurement Market Engagement - April 2022.

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

31 July 2022