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Award

## **Hertfordshire Telecare Response Service**

NORTH HERTFORDSHIRE DISTRICT COUNCIL

F15: Voluntary ex ante transparency notice

Notice identifier: 2023/S 000-013952

Procurement identifier (OCID): ocids-h6vhtk-03c939

Published 16 May 2023, 3:30pm

### **Section I: Contracting authority/entity**

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

NORTH HERTFORDSHIRE DISTRICT COUNCIL

Gernon Road

LETCHWORTH

SG63JF

#### **Contact**

The procurement officer

#### **Email**

[procurement.team@north-herts.gov.uk](mailto:procurement.team@north-herts.gov.uk)

#### **Telephone**

+44 1462474000

#### **Country**

United Kingdom

**Region code**

UKH23 - Hertfordshire

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.north-herts.gov.uk](http://www.north-herts.gov.uk)

Buyer's address

<http://www.supplyhertfordshire.uk/>

**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**

Hertfordshire Telecare Response Service

Reference number

NHDC ST202303-04

**II.1.2) Main CPV code**

- 85311100 - Welfare services for the elderly

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

Services

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

The Supply of a Response Service to Telecare Service Users.

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

This contract is divided into lots: No

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £2,374,000

## **II.2) Description**

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

NUTS codes

- UKH - East of England

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

Provision of a Hertfordshire county-wide Response Service for monitored service users on the Hertfordshire Tele-healthcare service within the entirety of Hertfordshire.

### **II.2.11) Information about options**

Options: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated without a prior call for competition

- No tenders or no suitable tenders/requests to participate in response to open procedure
- Extreme urgency brought about by events unforeseeable for the contracting authority

Explanation:

For unforeseeable events and for reasons of extreme urgency:

An open tender procurement was carried out in October 2022, however this was unsuccessful, with no acceptable bids received. The option of running a second procurement exercise was discounted due to time constraints. The reason for the extreme urgency was due to a contract start date of January 2023 being required in order to ensure sufficient mobilisation time before the existing contract expired on 31/03/2023. In addition, the likelihood of a second procurement exercise resulting in a positive outcome was low given the limited interest in the original tender.

Negotiations were undertaken with 3 existing providers. 2 suppliers either failed to produce a service delivery option within the budget envelope, or failed to engage with the process to the degree necessary to demonstrate Best Value for Money. Only one existing provider offered to perform the service within the Budget Envelope and at the Quality Level required.

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

The procurement is covered by the Government Procurement Agreement: No

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## **Section V. Award of contract/concession**

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract**

15 May 2023

### **V.2.2) Information about tenders**

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor/concessionaire**

British Red Cross

44 Moorfields

London

EC2Y 9AL

Country

United Kingdom

NUTS code

- UKH - East of England

Charity Commission (England and Wales)

220949

The contractor/concessionaire is an SME

No

### **V.2.4) Information on value of contract/lot/concession (excluding VAT)**

Initial estimated total value of the contract/lot/concession: £2,374,000

Total value of the contract/lot/concession: £2,374,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

North Hertfordshire District Council

Council Offices, Gernon Road

Letchworth Garden City

SG6JF

Telephone

+44 1462474000

Country

United Kingdom

Internet address

[www.north-herts.gov.uk](http://www.north-herts.gov.uk)

#### **VI.4.2) Body responsible for mediation procedures**

Centre for effective dispute resolution

100 St Pauls' Churchyard

London

EC4M8BU

Email

[info@cedr.com](mailto:info@cedr.com)

Telephone

+44 2075366000

Country

United Kingdom