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Awarded contract

## **HSE Telephony Service**

HEALTH & SAFETY EXECUTIVE

F03: Contract award notice

Notice reference: 2021/S 000-015633

Published: 7 July 2021, 9:28am

### **Section I: Contracting authority**

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

HEALTH & SAFETY EXECUTIVE

Redgrave Court, Merton Road

BOOTLE

L207HS

#### **Contact**

Jackie Fairclough

#### **Email**

[Jackie.fairclough@hse.gov.uk](mailto:Jackie.fairclough@hse.gov.uk)

#### **Telephone**

+44 2030284654

#### **Country**

United Kingdom

**NUTS code**

UKD7 - Merseyside

**Internet address(es)**

Main address

[www.hse.gov.uk](http://www.hse.gov.uk)

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

Body governed by public law

**I.5) Main activity**

Health

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## **Section II: Object**

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

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

HSE Telephony Service

Reference number

HSE/T3892

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

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

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

Services

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

HSE requires a Provider who will collaborate with us in the delivery of our telephony services.

We cannot predict with certainty the way the services will be delivered throughout the year, and we need a Provider who is flexible and able to respond to a constantly changing environment with pace and enthusiasm.

We are seeking to work with a Provider who will contribute to, and support us in, continually improving the services so that we can collectively ensure Covid secure workplaces, providing the government and public with assurance that we are doing the right thing, in the right way, at the right time.

HSE requires a provider who can:

- Provide professional inbound and outbound call handling services
- Manage our Working Safely Advice Line (WSAL), helping GB businesses, employees and members of the public to navigate and understand Covid-Secure guidance and legislation
- Undertake proactive telephone Covid secure spot checks with GB workplaces and meet

the volumes indicated

- Successfully balance and maintain the delivery of these services in parallel.
- Respond rapidly to changing requirements in terms of priorities, volumes, location, sector and to changes in government and HSE guidance which may impact on the process and approach
- Respond to spot-check surge requirements without significant notice which may mean changes to pre-scheduled activity
- Rapidly mobilise to begin delivering Spot Checks at pace
- Deliver the services from UK based location(s)

#### **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: £2,250,000

### **II.2) Description**

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

- 85100000 - Health services

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

NUTS codes

- UKD - North West (England)

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

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We are seeking to work with a Provider who will contribute to, and support us in, continually improving the services so that we can collectively ensure Covid secure workplaces, providing the government and public with assurance that we are doing the right thing, in the right way, at the right time.

HSE requires a provider who can:

- Provide professional inbound and outbound call handling services
- Manage our Working Safely Advice Line (WSAL), helping GB businesses, employees and members of the public to navigate and understand Covid-Secure guidance and legislation
- Undertake proactive telephone Covid secure spot checks with GB workplaces and meet the volumes indicated
- Successfully balance and maintain the delivery of these services in parallel.
- Respond rapidly to changing requirements in terms of priorities, volumes, location, sector and to changes in government and HSE guidance which may impact on the process and approach
- Respond to spot-check surge requirements without significant notice which may mean changes to pre-scheduled activity
- Rapidly mobilise to begin delivering Spot Checks at pace
- Deliver the services from UK based location(s)

## **II.2.5) Award criteria**

Price

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

Options: No

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## **Section IV. Procedure**

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

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

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-004507](#)

#### **IV.2.9) Information about termination of call for competition in the form of a prior information notice**

The contracting authority will not award any further contracts based on the above prior information notice

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

A contract/lot is awarded: Yes

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

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

21 April 2021

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

Number of tenders received: 3

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

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

CIVICA UK LIMITED

30 Stamford Street, London, SE1 9LQ

London

SE1 9LQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £2,250,000

Total value of the contract/lot: £2,250,000

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## **Section VI. Complementary information**

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

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

Health & Safety Executive

Redgrave Court, Bootle

Liverpool

L2 7HS

Country

United Kingdom