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Contract

HSE Telephony Service

HEALTH & SAFETY EXECUTIVE

F03: Contract award notice

Notice identifier: 2021/S 000-015633

Procurement identifier (OCID): ocds-h6vhtk-0298eb

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

Telephone

+44 2030284654

Country

United Kingdom

NUTS code

UKD7 - Merseyside

Internet address(es)

Main address

www.hse.gov.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

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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- 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

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

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

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