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Tender

## **Talk Community and Herefordshire Cares website Tender**

Herefordshire Council

F02: Contract notice

Notice identifier: 2023/S 000-016786

Procurement identifier (OCID): ocids-h6vhtk-03d5f2

Published 13 June 2023, 8:44pm

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

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

Herefordshire Council

Council Offices, Plough Lane

Hereford

HR4 0LE

#### **Contact**

Ms Carrie Deeley

#### **Email**

[carrie.deeley@herefordshire.gov.uk](mailto:carrie.deeley@herefordshire.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKG11 - Herefordshire, County of

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.supplyingthesouthwest.org.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.supplyingthesouthwest.org.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**

Talk Community and Herefordshire Cares website Tender

Reference number

DN674514

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

- 72500000 - Computer-related services

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

Services

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

Herefordshire Council is seeking to appoint a provider to design, implement, host and maintain the Talk Community website and host and maintain the Herefordshire Cares website.

#### **II.1.5) Estimated total value**

Value excluding VAT: £210,000

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

This contract is divided into lots: No

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

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

- 72400000 - Internet services

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

NUTS codes

- UKG11 - Herefordshire, County of

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

Herefordshire Council is seeking to appoint a provider to design, implement, host and maintain the Talk Community website and host and maintain the Herefordshire Cares website.

Talk Community website:

The Talk Community website was established in 2015 to enable Herefordshire Council to meet the requirements of the Care Act 2014, specifically around the provision of information, advice and support to help people improve their health and wellbeing by connecting them to their local community, services and activities.

The website is used by:

- Individuals, especially those with care and support needs, their families, friends and carers
- Herefordshire Council social work professionals and other council employees, partner organisations and local groups and services, including the Talk Community Hubs

The website provider will be expected to deliver and host a web-based, self-service, end-to-end solution, which seamlessly guides users through online information, advice and self-assessment to enable them to identify solutions with signposting to appropriate services.

The provider will only be expected to design, build, develop, host and maintain the Talk Community website, as all content and marketing will be completed by the council's Talk Community Team. Please note external organisations, such as local community groups and event organisers will also need to be able to upload and edit content / information on the website as content providers, via a self-service function, which does not involve accessing the CMS.

Herefordshire Cares website:

In addition, the provider will also host and maintain the council's Herefordshire Cares website, as part of this contract. The website helps promote and raise the profile of the county's care sector and supports the council and its adult social care organisations to attract, recruit and retain an experienced workforce. The hosting and maintenance requirements will include a daily back up, uptime of at least 99.5% and the annual SSL certificate, it will not involve any website / content development of the WordPress CMS.

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

Quality criterion - Name: Quality / Weighting: 58

Quality criterion - Name: Social Value / Weighting: 12

Price - Weighting: 30

#### **II.2.6) Estimated value**

Value excluding VAT: £210,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

2 October 2023

End date

31 March 2027

This contract is subject to renewal

Yes

Description of renewals

The council reserve the option to extend the contract by up to 2 years, which will be at the sole discretion of the council.

#### **II.2.10) Information about variants**

Variants will be accepted: No

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

Options: No

#### **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 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: Yes

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

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

14 July 2023

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

14 July 2023

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

Herefordshire Council

Hereford

Country

United Kingdom