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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

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

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

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

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