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Tender

## **Out of Hours Emergency Telephony Service**

Aberdeenshire Council

F02: Contract notice

Notice identifier: 2022/S 000-022213

Procurement identifier (OCID): ocds-h6vhtk-035b26

Published 11 August 2022, 4:58pm

The closing date and time has been changed to:

**14 September 2022, 5:00pm**

See the [change notice](#).

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

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

Aberdeenshire Council

Woodhill House, Westburn Road

Aberdeen

AB16 5GB

#### **Email**

[cpssprocurement@aberdeencity.gov.uk](mailto:cpssprocurement@aberdeencity.gov.uk)

#### **Telephone**

+44 1467539600

**Country**

United Kingdom

**NUTS code**

UKM50 - Aberdeen City and Aberdeenshire

**Internet address(es)**

Main address

<http://www.aberdeenshire.gov.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00232](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00232)

**I.3) Communication**

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.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**

Out of Hours Emergency Telephony Service

Reference number

000-NUNP7755

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

- 79510000 - Telephone-answering services

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

Services

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

Aberdeenshire Council has a statutory requirement to deliver an out of hours emergency telephony service for Adult & Children's Service Provision, Homelessness, Housing Repairs, as well as for the reporting of dangerous buildings.

Currently these services are delivered in a variety of ways, both internal and external. It is felt that the Council could provide a consistent, value for money option through the award of an external contract to deliver these services.

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

Value excluding VAT: £395,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lot 1 Social Care / Social Work and Homelessness Telephony

## Lot 2 Housing Repairs and Dangerous Buildings Telephony

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

#### **II.2.1) Title**

Social Care / Social Work and Homelessness Telephony Service

Lot No

1

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

- 79511000 - Telephone operator services

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

NUTS codes

- UKM50 - Aberdeen City and Aberdeenshire

Main site or place of performance

Aberdeenshire

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

Aberdeenshire Council has a statutory requirement to deliver an out of hours emergency telephony service for Adult & Children's Service Provision, Homelessness, Housing Repairs, as well as for the reporting of dangerous buildings.

Aberdeenshire citizens requiring access to emergency Social Care/Social Work or Homelessness services, must be able to request this by calling the Aberdeenshire Council Social Care line on 03456 08 12 06. This will be diverted to the supplier's contact centre out of office hours.

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

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Extensions allowed up to 24 months

#### **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

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

#### **II.2.1) Title**

Housing Repairs and Dangerous Buildings Telephony Service

Lot No

2

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

- 79511000 - Telephone operator services

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

NUTS codes

- UKM50 - Aberdeen City and Aberdeenshire

Main site or place of performance

Aberdeenshire

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

Aberdeenshire Council has a statutory requirement to deliver an out of hours emergency telephony service for Adult & Children's Service Provision, Homelessness, Housing Repairs, as well as for the reporting of dangerous buildings.

Aberdeenshire Citizens requiring access to emergency Housing Repairs services, or the ability to report dangerous buildings, must be able to request this by calling the Aberdeenshire Council Housing line on 03456 08 12 03. This number will be diverted to the supplier's contact centre out of office hours.

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

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Extensions allowed up to 24 months

#### **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 III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

There is no minimum turnover requirement set for this contract, however Aberdeenshire Council will conduct a financial assessment. This assessment will allow the Council to carry out a robust assessment of a Bidders' financial standing.

The assessment will have 2 stages:

- 1) Credit score – will use Creditsafe to carry out initial checking of a Bidders' financial status.
- 2) Profitability, Stability and Liquidity Assessment – Bidders will be assessed on their financial stability based on a range of financial information obtained from the credit check and if further information required from Bidders annual accounts.

Minimum level(s) of standards possibly required

Employers Liability Insurance to the minimum value of 5,000,000 GBP in respect of any one claim and in the aggregate

Public Liability (Third Party) Insurance to the value of 5,000,000 GBP in respect of any one claim and in the aggregate

Professional Indemnity Insurance to the value of 1,000,000 GBP in respect of any one claim and in the aggregate

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

4C1.2 please provide 3 recent examples of similar services to public sector, preferably Local Authorities

Minimum level(s) of standards possibly required

4D.1 The bidder must hold a UKAS (or equivalent) accredited independent third party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent) or a documented policy regarding quality management. The policy must set out responsibilities for quality management demonstrating that the bidder has, and continues to implement, a

quality management policy that is authorised by their Chief Executive, or equivalent, which is periodically reviewed at a senior management level. The policy must be relevant to the nature and scale of the work to be undertaken and set out responsibilities for quality management throughout the organisation

#### Health and safety procedures

Documented arrangements for carrying out risk assessments capable of supporting safe methods of work and reliable contract delivery where necessary. This must demonstrate that the bidder has in place, and implements, procedures for carrying out risk assessments and for developing and implementing safe systems of work ("method statements"), and be able to provide relevant indicative examples. The identification and control of any significant occupational health issues must be prominent.

4D.2 Documented arrangements for checking, reviewing and where necessary improving, the bidder's environmental management performance and the environmental impact of this organisation, demonstrating that it has in place, and implements, training arrangements to ensure that its workforce has sufficient skills and understanding to carry out their various duties. This should include a programme of refresher training that will keep the workforce updated on relevant legal requirements and good environmental management practice

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

as per tender documents

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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**



Originally published as:

Date

12 September 2022

Local time

12:00pm

Changed to:

Date

14 September 2022

Local time

5:00pm

See the [change notice](#).

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 4 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

12 September 2022

Local time

12:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=703219](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=703219).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:703219)

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

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

Aberdeen Sherriff Court

Union Street

Aberdeen

Country

United Kingdom