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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

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

I.3) Communication

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

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

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

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

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

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

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.

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.

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