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Tender

## **Customer Service Centre and Digital Transformational Support**

Lincolnshire County Council

F02: Contract notice

Notice identifier: 2022/S 000-024045

Procurement identifier (OCID): ocds-h6vhtk-032d20

Published 26 August 2022, 4:39pm

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

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

Lincolnshire County Council

County Offices, Newland

Lincoln

LN1 1YL

#### **Contact**

Ms Lucy Reed

#### **Email**

[LucyJ.Reed@lincolnshire.gov.uk](mailto:LucyJ.Reed@lincolnshire.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKF3 - Lincolnshire

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

<https://procontract.due-north.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com>

**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**

Customer Service Centre and Digital Transformational Support

Reference number

DN607337

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

- 75100000 - Administration services

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

Services

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

Lincolnshire County Council (the Council) is seeking to recommission a Customer Service Centre (CSC) with service commencement date of 1st April 2024.

The Council requires a Customer Service Centre to manage most incoming channels (including phone and email enquiries), as well as the processing of transactions for circa 20 Council functions. Further service areas may be added over the contract duration.

The Contract term over which the Services will be provided is an initial period of 5 years commencing on the 1st April 2024 with the option to extend for a further two periods of 2 years up to a maximum Contract period of 9 years.

Full details of the process and requests to take part can be undertaken at the following link <https://procontract.due-north.com/>.

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

This contract is divided into lots: No

## **II.2) Description**

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

- 64000000 - Postal and telecommunications services
- 79342300 - Customer services
- 79342310 - Customer survey services
- 79342320 - Customer-care services
- 85100000 - Health services
- 85300000 - Social work and related services

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

NUTS codes

- UKF3 - Lincolnshire

Main site or place of performance

Office based working from Lincolnshire County Council accommodation with a combination of remote working.

Full details provided within tender documentation at the following link:

<https://procontract.due-north.com/>.

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

This Contract involves 'high-risk' activity such as Social Care referrals and assessments, which must be handled with care to protect vulnerable service users. Volume of Contacts is split roughly 65/35 weighted towards non-Social Care but the resource requirement is split roughly 65/35 weighted towards Social Care work. Acquiring a quality provision is of the utmost importance to the Council throughout this procurement process. People handling skills will be of vital importance as the CSC is critical to us to achieve high scores in CQC and Ofsted inspections and manage our high-risk individuals.

Lincolnshire County Council (the Council) is seeking to recommission Customer Service Centre (CSC) services commencing 1st April 2024 alongside services in support of the Council's plans for digital transformation.

The Council requires the provision of a Customer Service Centre to manage most incoming channels (including phone and email enquiries), as well as the processing of transactions for c20 Council functions.

The Contract term over which the Services will be provided is an initial period of 5 years commencing on the 1st April 2024 with the option to extend for a further two periods of 2 years up to a maximum Contract period of 9 years.

The Contract will include change control provisions to enable other CSC services to be added to the contract during the term of the contract.

In addition to the operational CSC services the Council is looking for a Service Provider who can support the Council at the Council's discretion in its implementation of digital transformation both in the CSC and across the Council's wider services on a case by case basis.

This may involve (i) the provision of expertise and advice to support the identification of

digital solutions and the development of business cases and/or (ii) the implementation where instructed of specific transformation projects including on a risk-reward basis.

This procurement is being structured so as to enable one of the Council's key partner authorities in the Greater Lincolnshire region to have the option to enter into a Contract for CSC services with the Service Provider on the basis of this Contract Notice.

The Contract will be structured in a form to allow North East Lincolnshire Council to exercise the option to contract directly with the Service Provider for some or all of the Services and other services delivered by them in exercise of their functions through a Deed of Accession.

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

Quality criterion - Name: Quality / Weighting: 55

Quality criterion - Name: Commercial / Weighting: 5

Price - Weighting: 40

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

Start date

1 April 2024

End date

31 March 2029

This contract is subject to renewal

Yes

Description of renewals

The Contract term over which the Services will be provided is an initial period of 5 years commencing on the Services Commencement Date with the option to extend for a further two periods of 2 years up to a maximum Contract period of 9 years.

### **II.2.9) Information about the limits on the number of candidates to be invited**

Maximum number: 3

Objective criteria for choosing the limited number of candidates:

All complete Selection Questionnaires received will be evaluated by appropriate officers using the selection criteria identified within Section 2 SQ Evaluation Summary and SQ Scored Question Evaluation Criteria found after each scored question, of each individual Selection Questionnaire. The evaluation will be based using two types of criteria: pass/fail criteria and scored criteria.

Those candidates who have not failed any of the Pass/Fail questions and have the highest scores for SQ Scored Questions will be invited to tender. In accordance with PCR 2015 regulation 65 the Council intends to limit the number of candidates that they will invite to tender to a maximum of three.

If the situation arises where, through the evaluation of the Selection Questionnaire, the Council identifies that less than three Applicants are suitable for this requirement the Council reserves the right to proceed with those remaining suitable candidate(s).

If the situation arises where, through the evaluation of the Selection Questionnaire, the Council identifies that no Applicants are suitable for this requirement the Council reserves the right to cancel and restart the tender process.

#### **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.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Criteria as stated in the procurement documents

In addition Lincolnshire County Council reserves the right to re-assess bidders on the SQ in the procurement documents based on past performance before key points in the procurement process (e.g. Initial Tenders, Final Tenders, conclusion of contract etc.). Bidders will accordingly be asked to update the evidence they provide in relation to past performance to reflect more recent performance on new or existing contracts (or to confirm that nothing has changed).

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

Selection criteria as stated in the procurement documents

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

Selection criteria as stated in the procurement documents

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

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

Criteria as stated in the procurement documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

#### **IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be

discussed or tenders to be negotiated

#### **IV.1.5) Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

#### **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.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-009859](#)

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

Date

26 September 2022

Local time

3:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

14 October 2022

#### **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**

Tender must be valid until: 30 November 2023

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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**

Procurement Portal

The procurement will be conducted via the Council's electronic tendering portal ProContract. Organisations not already registered should follow this link (<https://procontract.due-north.com/Register>) to register free of charge, ensuring unrestricted and full direct access to all the tender documentation.

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

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

Legal Lincolnshire

Lincoln

Country

United Kingdom

Internet address

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