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Tender

## **Managed Service for the Supply of Staff for Special Needs Transport and Associated Services**

Harrow Council

F02: Contract notice

Notice identifier: 2021/S 000-024461

Procurement identifier (OCID): ocids-h6vhtk-02e6fb

Published 1 October 2021, 2:25pm

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

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

Harrow Council

Civic Centre

Harrow

HA1 2XY

#### **Contact**

Ms Carol Barlow

#### **Email**

[carol.barlow@harrow.gov.uk](mailto:carol.barlow@harrow.gov.uk)

#### **Telephone**

+44 7825414363

#### **Country**

United Kingdom

**NUTS code**

UKI7 - Outer London – West and North West

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

<https://londontenders.org>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://londontenders.org>

**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**

Managed Service for the Supply of Staff for Special Needs Transport and Associated Services

Reference number

DN559792

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

- 79620000 - Supply services of personnel including temporary staff

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

Services

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

The London Borough of Harrow (the “Authority”) is seeking to appoint a provider to deliver a Managed Service for the Supply of Staff for Special Needs Transport (SNT) and Associated Services.

The successful provider will directly provide and manage drivers and passenger assistants, including on-site supervision, staff attendance management, provision of replacement staff, and coordination on all matters relating to this provision of staff and service delivery.

The services include the transportation of service users to schools in the boroughs of Harrow and Brent, and adults to day centres and other activities.

This contract for the Managed Service for the Supply of Staff for Special Needs Transport and Associated Services is commissioned by the London Borough of Harrow on behalf of both Harrow and Brent Councils.

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

Value excluding VAT: £27,300,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKI7 - Outer London – West and North West

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

The Authority is seeking to appoint a provider to deliver a Managed Service for the Supply of Staff for Special Needs Transport (SNT) and Associated Services.

The successful provider will directly provide and manage drivers and passenger assistants and manage key aspects of the service requirements for provision of driver and passenger assistants for the SNT Service based at the Harrow Central Depot. Harrow Council currently delivers passenger transport services for children and young people with Special Educational Needs as well as to vulnerable adults on behalf of Harrow and Brent Councils. The SNT service utilises a fleet of 162 minibuses provided by the Authority and operating from the Central Depot. There are approximately 350 staff covering both Harrow & Brent routes of which approximately 80 (35 drivers / 45 Passenger Assistants) are employed by the Authority. The remaining staff (approximately 270) are expected to be provided by the Service Provider. These will include both drivers and passenger assistants. These numbers will be subject to change during the term of the contract and are provided as an indication only.

The aim of the service is to ensure the provision of a safe, reliable and consistent service for those that are eligible, in accordance with the following guidelines:

- Safe: The safety of each service user is of over-riding importance
- Reliable: Service users must arrive at the right location and on time; and
- Consistent: Minimising variations of drivers and passenger assistants

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Value excluding VAT: £27,300,000

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

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

The initial term of contract is 4 years with the option to extend for a further 3 years in periods at the discretion of the Authority

### **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**

Selection criteria as stated in the procurement documents

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

Selection criteria as stated in the procurement 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: No

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

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

Date

12 November 2021

Local time

12:00pm

#### **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: 6 (from the date stated for receipt of tender)

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

Date

12 November 2021

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**

Harrow Council

Harrow

HA1 2XY

Country

United Kingdom