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Opportunity

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

Harrow Council

F02: Contract notice

Notice reference: 2021/S 000-024461

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

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

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

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

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

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