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Planning

Consultant Support - Customer Services

Central Bedfordshire Council

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-025182

Procurement identifier (OCID): ocids-h6vhtk-0366cb

Published 8 September 2022, 9:17am

Section I: Contracting authority

I.1) Name and addresses

Central Bedfordshire Council

Priory House

Chicksands

SG17 5TQ

Contact

+44 3003005997

Email

procurement@centralbedfordshire.gov.uk

Telephone

+44 3003008000

Country

United Kingdom

NUTS code

UKH25 - Central Bedfordshire

Internet address(es)

Main address

<http://in-tendhost.co.uk/centralbedfordshire>

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Consultant Support - Customer Services

II.1.2) Main CPV code

- 72221000 - Business analysis consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council seeks to secure the services of expert external advice to better understand

how we can deliver best value services in Customer Services.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH25 - Central Bedfordshire

II.2.4) Description of the procurement

The Council seeks to secure the services of expert external advice to support the Council's Corporate Management Team (CMT) through a (circa) 3 month process to better understand how we can optimise our customer services to deliver the best value service to all of our residents. You will need to describe and document an operating model for customer services, persuading us of the case to change and benefits of the model. This must include identifying and setting out the changes and projects that will realise the operating model and a high-level plan that sequences the changes and projects. This should include high-level/ estimated (one-off and recurring) costs and benefits for each project and the programme as a whole. We plan to publish this tender week ending 7 October 2022. Ahead of this, we are holding a Market Engagement Event at 09:30 on 4 October via Microsoft Teams. This will provide bidders with an opportunity to hear more about our plans and timescales and ask any questions they may have. If you wish to attend please email procurement@centralbedfordshire.gov.uk with names and email addresses of attendees. Confirmation will be sent to you.

II.3) Estimated date of publication of contract notice

8 September 2022

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No