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Tender

## **HCC 09/22 - The Provision of an Out of Hours Call Handling Service**

Hertfordshire County Council

F02: Contract notice

Notice identifier: 2022/S 000-026714

Procurement identifier (OCID): ocids-h6vhtk-036b06

Published 23 September 2022, 2:35pm

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

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

Hertfordshire County Council

Pegs Lane

HERTFORD

SG13 8DE

#### **Contact**

Strategic Procurement Group

#### **Email**

[Nicole.McCaffrey1@hertfordshire.gov.uk](mailto:Nicole.McCaffrey1@hertfordshire.gov.uk)

#### **Telephone**

+44 01992588106

#### **Country**

United Kingdom

**NUTS code**

UKH23 - Hertfordshire

**Internet address(es)**

Main address

[www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)

Buyer's address

[www.supplyhertfordshire.uk](http://www.supplyhertfordshire.uk)

**I.3) Communication**

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

<https://in-tendhost.co.uk/supplyhertfordshire.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/supplyhertfordshire.aspx/Home>

Tenders or requests to participate must be submitted to the above-mentioned address

**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**

HCC 09/22 - The Provision of an Out of Hours Call Handling Service

Reference number

HCC2214058

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

- 79512000 - Call centre

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

Services

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

Hertfordshire County Council (the 'Council') is currently out to procurement for the Provision of an Out of Hours Call Handling Service. Further information in regards to this opportunity can be found in II.2.4) and V1.3 below. Organisations wishing to take part in this project are invited to "express interest" which will give access to the full procurement documents in the e-tendering system. Please see VI.3) Additional information for further information. To be considered as a Bidder you must complete and submit a tender response by the deadline of 12:00 Noon on 28th October 2022. Any questions relating to this procurement must be made via the correspondence area in the e-Tendering system, in accordance with the procurement documents and can be addressed to the main contact as shown in the details above. Please allow sufficient time to make your return as late returns will not be permitted by the system.

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

Value excluding VAT: £475,000

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

This contract is divided into lots: No

### **II.2) Description**

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

- 79512000 - Call centre
- 64200000 - Telecommunications services
- 85321000 - Administrative social services
- 32540000 - Switchboards
- 64211100 - Local telephone services
- 32543000 - Telephone switchboards
- 64211000 - Public-telephone services
- 64214200 - Telephone switchboard services

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

NUTS codes

- UKH23 - Hertfordshire

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

The Council has a requirement for the provision of an Out Of Hours Call Handling Service for Hertfordshire and is looking to procure a single Provider to deliver within agreed response times a confidential telephone first response screening service that will triage social care concerns to the most appropriate service within Children's Services or Adult Care Services, as well as reporting Highways faults and concerns. The Provider must work in full cooperation and partnership with professionals in Children's Services, Adult Care Services and Highways in the best interests of Hertfordshire residents, including vulnerable Children, Young People and Adults. The estimated total value of the Contract is stated in II.1.5) of this notice and is for the initial term inclusive of the approximate value for extensions. For the avoidance of doubt, the estimated annual value of the Contract will be approximately £75,000. The Contract will be awarded for an initial term of four (4) years, with the option to extend the Contract Period for a further period or periods of up to a total of two (2) further years. Therefore, the maximum duration of this Contract could be six (6) years. The Contract Commencement Date will be 01 January 2023 for a 3 months mobilisation period, before the Service Commencement date of 01 April 2023. The use of Lots has been considered for this procurement, but have not been used, as the Council requires an integrated and cohesive provision across the Service. Please note that the contract requirements will be subject to available financial resources, supplier performance and flexibility to meet changing demands. Organisations should be aware that due to the nature of the Services provided, any Contract formed as a result of this procurement process shall be executed as a deed. Organisations should seek independent legal advice on the implications of this prior to submitting their bid, where appropriate

### **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: £475,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

This Contract will be reviewed at the end of the Contract period. The Contract may be extended for a further period or periods of up to a total of two (2) further years.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

Option to extend the contract for a further period or periods of up to a total of two (2) further years at the Council's sole discretion.

### **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

## **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**

Date

28 October 2022

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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

Date

28 October 2022

Local time

12:00pm

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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 invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

Please note Hertfordshire County Council has worked closely with its districts and partners to create a joint procurement portal called supply Hertfordshire. This portal provides an e-Tendering system which is run by In-Tend. To access this procurement opportunity please visit [www.supplyhertfordshire.uk](http://www.supplyhertfordshire.uk) and follow the on-screen guidance. In accordance with Regulation 53 of The Public Contracts Regulations 2015, the Council's procurement documents are available within the e-Tendering system. This is a one stage procurement process. Therefore, if you wish to be considered as a tenderer you must complete and submit a tender by the specified closing date and time. Tender submissions cannot be uploaded after this return deadline. Any clarifications regarding this opportunity must be raised through Correspondence area in the eTendering system. If you are experiencing problems In-Tend offer a help section which includes a dedicated UK support desk which can be contacted via email: [support@in-tend.co.uk](mailto:support@in-tend.co.uk) or Telephone: +44 1144070065 for any website/technical questions, Monday to Friday, 8:30-17:00. The Council reserves the right at any time to cease the procurement process and not award a Contract or to award only part of the opportunity described in this notice. If the Council takes up this right, then they will not be responsible for or pay the expenses or losses, which may be incurred by any organisation or tenderer as a result. The Council undertakes to hold confidential any information provided in the proposal submitted, subject to the Council's obligations under the law including the Freedom of Information Act 2000. If the organisation considers that any of the information submitted in the proposal should not be disclosed because of its sensitivity then this should be stated with the reason for considering it sensitive. The Council will then endeavour to consult with the applicant about such sensitive information when considering any request received under the Freedom of Information Act 2000 before replying to such a request. The Council reserves the right to carry out additional financial checks on all organisations bidding for this opportunity at any time during the procurement process. This is to ensure that they continue to meet the Council's requirements and remain financially viable to fulfil the requirements under the Contract.

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

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

High Court,

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 20794760000

Country

United Kingdom

### **VI.4.2) Body responsible for mediation procedures**

High Court,

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom

### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Contracting Authority will incorporate a minimum 10 calendar day (when using electronic means) standstill period at the point information on the award of the Contract is communicated to tenderers. This period allows unsuccessful tenderers to challenge the decision to award a Contract before a contract is executed/signed (as appropriate). The Public Contracts Regulations 2015 ('Regulations') provide for aggrieved parties who have been harmed or at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought promptly

and within the time limits as defined in the above regulations. Where a Contract has not been entered into the court may order the setting aside of the award decision or order the contracting authority to amend any document and may award damages. If the Contract has been entered into the court has the options to award damages and/or to shorten or order the Contract ineffective.

**VI.4.4) Service from which information about the review procedure may be obtained**

Chief Legal Officer

Hertfordshire County Council

County Hall, Hertford,

SG13 8DE

Country

United Kingdom