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Future opportunity

Out of Hours Emergency Call Service

The Royal Borough of Kensington and Chelsea (RBKC)

F01: Prior information notice

Prior information only

Notice reference: 2021/S 000-029883

Published: 1 December 2021, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

The Royal Borough of Kensington and Chelsea (RBKC)

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London

W8 7NX

Email

procurement@rbkc.gov.uk

Country

United Kingdom

NUTS code

UKI3 - Inner London – West

Internet address(es)

Main address

www.rbkc.gov.uk

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

Out of Hours Emergency Call Service

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

The Royal Borough of Kensington and Chelsea (RBKC) is seeking to recommission the provision of the Council's out of hours call handling and data collection service.

The Council is ideally seeking to engage with organisations with relevant skills and experience to discuss what this service may look like. A market engagement activity will be organised after the PIN notice period has expired. The session will provide an opportunity to explore what interest there is in bidding for this project, review key aspects of the service and refine our approach and the tender specification.

The aim of the market engagement exercise is to:

- Support RBKC's informed decision making on the potential options on the future commissioning of this service.
- Help refine the commissioning and procurement approach.
- Gauge the level of interest from the market of capable providers with capacity to deliver the services illustrated above. provide

Once registered, we will issue a questionnaire which asks providers to submit the contact details of their organisation. Your questionnaire response should also include previous experience of delivering this or a similar level of service and the risks and opportunities within this sector. Please be aware that a draft specification will be available to review alongside the questionnaire for all those who express an interest via the e-tendering portal.

II.1.5) Estimated total value

Value excluding VAT: £657,470

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64210000 - Telephone and data transmission services
- 79342300 - Customer services
- 79500000 - Office-support services
- 79510000 - Telephone-answering services
- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The Royal Borough of Kensington and Chelsea (RBKC) is seeking to recommission the provision of the Council's out of hours call handling and data collection service. The Council has a statutory obligation to provide out of hours provision for the following key priority services:

- Social Services
- Major Emergencies
- Terror Threats
- Homeless
- Noise & Nuisance
- Highways Emergencies

- Environmental Health
- Dangerous Structures
- Fallen trees
- Parks and Cemeteries
- Registrars
- Stray Dogs
- Street Lighting
- Key Contacts / General Information

The purpose of this service is to ensure all service requests from the public and other public authorities for these time critical emergency services are delivered to the appropriate service or supplier for timely resolution. This will involve collecting information and passing information onto the relevant individual and teams, referencing borough specific contact data and rotas as needed. Arranging emergency accommodation for homeless residents.

The service will operate from Monday to Friday 5:01pm – 8:59am and 5:01pm Friday to 8.59am Monday, including 24/hr cover at weekends and public holidays (please note, operational hours may change).

The contract will be awarded for the duration of 3 years (with the potential provision to extend for a further 2-year period). The annual cost of the service is estimated to be £131,494 and the value over the 5 year contract is estimated to be £ 657,470.

II.2.14) Additional information

To register your expression of interest kindly visit our e-tendering portal; www.capitalesourcing.com and search for the following reference: RBKC_1726 - Out of Hours Emergency Call Service (Pre-Tender Market Engagement) by 10:00am on 7th January 2022. If you have any questions prior to the event, please submit these through the e-tendering portal.

II.3) Estimated date of publication of contract notice

17 January 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