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Tender

Emergency out of hours service

London Borough Of Bexley

F02: Contract notice

Notice identifier: 2022/S 000-035553

Procurement identifier (OCID): ocds-h6vhtk-038de2

Published 15 December 2022, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

London Borough Of Bexley

LONDON BOROUGH OF BEXLEY, CIVIC OFFICES, WATLING STREET

BEXLEYHEATH

DA6 7AT

Contact

PROCUREMENT SUPPORT TEAM

Email

procurement@bexley.gov.uk

Telephone

+44 2030455300

Country

United Kingdom

Region code

UKI51 - Bexley and Greenwich

Internet address(es)

Main address

<https://www.bexley.gov.uk/>

Buyer's address

WWW.BEXLEY.GOV.UK

I.3) Communication

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

<https://procontract.due-north.com/Home/About>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Home/About>

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Emergency out of hours service

Reference number

5653

II.1.2) Main CPV code

- 79510000 - Telephone-answering services

II.1.3) Type of contract

Services

II.1.4) Short description

The service is provided to enable residents and others to contact the Council by phone and email to report urgent issues which cannot wait until the next working day for resolution. Examples of urgent issues include flooding, homelessness, dangerous structures, absent children in local authority care, and requests for social worker support.

II.1.5) Estimated total value

Value excluding VAT: £180,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI51 - Bexley and Greenwich

Main site or place of performance

Bexley and Greenwich

II.2.4) Description of the procurement

The service is provided to enable residents and others to contact the Council by phone and email to report urgent issues which cannot wait until the next working day for resolution. Examples of urgent issues include flooding, homelessness, dangerous structures, absent children in local authority care, and requests for social worker support.

II.2.5) Award criteria

Quality criterion - Name: Criterion 1 / Weighting: 30

Cost criterion - Name: Criterion 1 / Weighting: 70

II.2.6) Estimated value

Value excluding VAT: £180,000

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

Start date

1 May 2022

End date

30 April 2028

This contract is subject to renewal

Yes

Description of renewals

The above includes an option for a 2 year extension. It is likely the contract will be retendered in its current format upon expiry.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 2

Maximum number: 6

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted 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

19 January 2023

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Dependent on whether extension option is agreed either Late 2025 or 2027

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=744593892>

GO Reference: GO-20221215-PRO-21746165

VI.4) Procedures for review

VI.4.1) Review body

London Borough Of Bexley

LONDON BOROUGH OF BEXLEY, CIVIC OFFICES, WATLING STREET, KENT

BEXLEYHEATH

DA6 7AT

Telephone

+44 2030455124

Fax

+44 2082946385

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

London Borough Of Bexley

CIVIC OFFICES, WATLING STREET

BEXLEYHEATH

DA6 7AT

Email

PROCUREMENT@BEXLEY.GOV.UK

Country

United Kingdom

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

London Borough Of Bexley

LONDON BOROUGH OF BEXLEY, CIVIC OFFICES, WATLING STREET, KENT

BEXLEYHEATH

DA6 7AT

Email

PROCUREMENT@BEXLEY.GOV.UK

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