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Tender

Provision of a Dog Warden Service in the London Borough of Harrow

London Borough of Harrow

F02: Contract notice

Notice identifier: 2024/S 000-036010

Procurement identifier (OCID): ocds-h6vhtk-04b483

Published 7 November 2024, 8:23am

Section I: Contracting authority

I.1) Name and addresses

London Borough of Harrow

PO Box 1358

Harrow

HA3 3QN

Contact

Mr David Hayes

Email

david.hayes@harrow.gov.uk

Telephone

+44 0208635611

Country

United Kingdom

Region code

UKI74 - Harrow and Hillingdon

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

www.londontenders.org

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.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

Provision of a Dog Warden Service in the London Borough of Harrow

Reference number

DN721814

II.1.2) Main CPV code

- 75200000 - Provision of services to the community

II.1.3) Type of contract

Services

II.1.4) Short description

Local authorities have a statutory function to deal with stray dogs in the Public Realm and powers under the Dangerous Dogs Act 1991 (as amended).

To discharge this function Harrow Council is seeking tenders from suitably qualified and appropriately licensed companies for the Provision of a Dog Warden Service to operate within the boundaries of the London Borough of Harrow.

The chosen Service Provider will provide a comprehensive and fully inclusive service solution for all administration, operational resources, kennelling, rehoming and other reasonably associated costs to cover the full scope of services detailed in the specification document.

II.1.5) Estimated total value

Value excluding VAT: £360,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 90922000 - Pest-control services

II.2.3) Place of performance

NUTS codes

- UKI74 - Harrow and Hillingdon

II.2.4) Description of the procurement

The chosen Service Provider will be required to provide:

- Front line customer call reception seven days a week, 24 hours per day including all bank holidays for all service aspects. Authority would update Service Provider details to their website to receive all service enquiries.
- Ensure a high standard of service delivery and in accordance with prevailing published DEFRA guidance on 'Dog Control and Welfare for Police and Local Authorities' throughout the contract term.
- Kennel facility provision (within a 50-mile radius of Harrow HA3 postcode)
- The Service Provider will provide a holding kennel to support and deliver this service should the primary facility not be available for any reason i.e. out of hours collection. This must include a dedicated secure unit for banned breeds and dogs with any suspected contagious disease.
- Delivery to kennels and delivery to owner from kennels (in hours 0830 – 1700 Mon – Sun)
- Host / provide a publicly accessible Council Statutory Found Dog Register website (link uploaded to Authority website). Upload details and photographs of found dog within 1 day of seizure (7 days per week). Portal must be hosted on a secure web portal with an access license provided to the Council
- Microchipped dogs identification equipment
- Issuing of statutory notices under Section 149 and 150 of the Environmental Protection Act 1990 (EPA)
- Collection and reimbursement to the authority of claimed dog fees in line with the Authority fees charging structure. The Service Provider must verify and hold auditable records that the claimant is the current keeper
- Provision of quarterly statistical reports

- Management of kennels including rehoming, temperament testing and put to sleep (PTS) if necessary
- Provide the service of a proper officer for identification of banned breeds for collected strays
- Microchip advisory letters including quotation to microchip claimed animal (if offered as a service)
- On the Authority's request and as far as reasonably practicable, complete FOI's within 10 working days from receipt in relation to dogs and return this to the nominated Authority Officer (to be advised upon award of contract)
- Up to 60 service requests per annum (based on historical service data) to be included within the fixed fee
- Service request is defined as call out and collection of a stray dog
- Provide seizure/collection and kenneling for abandoned dogs, including banned breeds, on request and in support of enforcement action, up to 12 per annum to be included within the fixed fee
- Where Service requests exceed the annual fixed fee allowance an additional fee per request may be charged

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: £360,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Up to 3 year extension option

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

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

9 December 2024

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

9 December 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: It is planned for the contract to be awarded for a 3 year with extension options up to 3 years. Procurement will recur at contract end.

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

The High Court

London

Country

United Kingdom

Internet address

www.harrow.gov.uk