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Tender

## **Independent Complaints Investigators and Independent Person Services**

Sheffield City Council

F01: Prior information notice

Call for competition

Notice identifier: 2024/S 000-036014

Procurement identifier (OCID): ocds-h6vhtk-04b486

Published 7 November 2024, 9:13am

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

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

Sheffield City Council

Town Hall, Pinstone Street,

Sheffield

S1 2HH

#### **Contact**

Tim Dent

#### **Email**

[tim.dent@sheffield.gov.uk](mailto:tim.dent@sheffield.gov.uk)

#### **Telephone**

+44 1142053646

**Country**

United Kingdom

**Region code**

UKE32 - Sheffield

**National registration number**

(GB) 173 5488 38

**Internet address(es)**

Main address

<http://sheffield.gov.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/104130>

**I.3) Communication**

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

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=87360&B=UK](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=87360&B=UK)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=87360&B=UK](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=87360&B=UK)

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**

Independent Complaints Investigators and Independent Person Services

Reference number

92957

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

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

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

Services

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

Sheffield City Council is seeking appoint a single supplier to provide Independent Investigators (II) and Independent People (IP) to deliver a service that ensures the independent element of the Complaints Procedure is met in an efficient and effective way, and in accordance with the Regulations. This service will be for a three-year period (with an optional 12-month extension).

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

Value excluding VAT: £200,000

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

This contract is divided into lots: No

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

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

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

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

NUTS codes

- UKE32 - Sheffield

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

Sheffield City Council is seeking appoint a single supplier to provide Independent Investigators (II) and Independent People (IP) to deliver a service that ensures the independent element of the Complaints Procedure is met in an efficient and effective way, and in accordance with the Regulations. This service will be for a three-year period (with an optional 12-month extension).

#### **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: £200,000

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

Start date

1 April 2025

End date

31 March 2028

#### **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 IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

#### **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 expressions of interest**

Date

9 December 2024

Local time

4:00pm

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

English

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## **Section VI. Complementary information**

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

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

Sheffield City Council

Sheffield Town Hall, Pinstone Street,

Sheffield

Country

United Kingdom

Internet address

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

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

Sheffield City Council

Sheffield Town Hall, Pinstone Street,

Sheffield

Country

United Kingdom

Internet address

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

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

Sheffield City Council

Sheffield Town Hall, Pinstone Street,

Sheffield

Country

United Kingdom

Internet address

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