

**Forenede Kongerige, Det-Hertford: Virksomhedsrådgivning og administrativ rådgivning samt beslægtede tjenesteydelser**

OJ S 234/2018 05/12/2018

Forhåndsmeddelelse

Tjenesteydelser

**Retsgrundlag:**

Direktiv 2014/24/EU

**Del I: Ordregivende myndighed**

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**I.1. Navn og adresser**

Officielt navn: Hertfordshire County Council

Postadresse: Pegs Lane Hertford

By: Hertford

NUTS-kode: UKH23 Hertfordshire

Postnummer: SG13 8DE

Land: Det Forenede Kongerige

Kontaktperson: Nicole McCaffrey

E-mail: [nicole.mccaffrey@hertfordshire.gov.uk](mailto:nicole.mccaffrey@hertfordshire.gov.uk)**Internetadresse(r):**Overordnet internetadresse: [www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)Internetadresse for køberprofilen: [www.supplyhertfordshire.uk](http://www.supplyhertfordshire.uk)**I.3. Kommunikation**

Yderligere oplysninger fås på den ovennævnte adresse

**I.4. Type ordregivende myndighed**

Regional eller lokal myndighed

**I.5. Hovedaktivitet**

Generelle offentlige tjenester

**Del II: Genstand**

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**II.1. Udbuddets omfang****II.1.1. Betegnelse**

HCC 12/18 PPME Shared Customer, Business Support and Technology Services

Sagsnr.: PPME

**II.1.2. Hoved-CPV-kode**

79400000 Virksomhedsrådgivning og administrativ rådgivning samt beslægtede tjenesteydelser

**II.1.3. Kontrakttype**

Tjenesteydelser

**II.1.4. Kort beskrivelse**

Hertfordshire County Council (the "Council") is carrying out Pre-Procurement Market Engagement ("PPME") in relation to some of its core services as part of the Council's Next

Generation 2021 program: the Council is seeking a range of partner(s) to deliver services to achieve efficiency savings, improve the quality of services and implement leading-edge innovating solutions. The Council will consider the feedback to help inform the Council's options and further decision making. The Council is not yet sure if the proposed contract will be split in lots. For the avoidance of doubt, this stage of the project is not part of a formal procurement process and the Council is not committing to carrying out such a process. Participation or non-participation in the PPME shall not prevent any supplier participating in a potential future procurement, nor is it intended that any information supplied as part of the PPME shall place any supplier at an advantage in a potential procurement process.

#### **II.1.5. Anslået samlet værdi**

#### **II.1.6. Oplysninger om delkontrakter**

Kontrakten er opdelt i delkontrakter: nej

### **II.2. Beskrivelse**

#### **II.2.2. Supplerende CPV-kode(r)**

55500000 Kantine- og cateringvirksomhed, 79342300 Kundetjenester, 85320000 Socialt arbejde, 79414000 Rådgivning inden for personalespørgsmål, 79000000 Forretningstjenesteydelser: forskrifter, markedsføring, rådgivning, rekruttering, trykning og sikkerhed, 79200000 Regnskabs- og revisionsvirksomhed, skatterådgivning, 79500000 Kontorstøttee arbejde, 79510000 Telefonpasning, 79512000 Callcenter, 79511000 Telefonisttjenester, 79570000 Oprettelse af forsendelseslister og postforsendelse, 79571000 Postforsendelse, 79990000 Øvrig forretningservice, 79992000 Receptionsarbejde, 79993000 Administration af bygninger og faciliteter, 79993100 Administration af faciliteter, 79999000 Scanning og fakturering, 79999100 Scanning, 79999200 Fakturering, 79211110 Administration af lønninger, 79631000 Tjenesteydelser i forbindelse med personale og lønninger, 80420000 E-læringstjenester, 79400000 Virksomhedsrådgivning og administrativ rådgivning samt beslægtede tjenesteydelser, 79632000 Uddannelse af personale, 79710000 Sikkerhedstjenester, 79711000 Alarm-overvågningstjenester, 79713000 Vagttjenester, 79715000 Patruljetjenester, 79716000 Tjenester i forbindelse med udstedelse af id-kort, 45112700 Arbejder i forbindelse med landskabsarkitektur, 45112710 Landskabsarkitektarbejde i forbindelse med grønne områder, 64100000 Postbefordring og kurértjeneste, 64110000 Postbefordring, 64120000 Kurértjeneste, 55510000 Kantinevirksomhed, 55520000 Cateringvirksomhed, 55320000 Servering af måltider, 55330000 Cafeteriavirksomhed, 55523000 Catering til andre virksomheder eller institutioner, 42933000 Automater, 90911000 Rengøring af boliger, bygninger og vinduer, 90911200 Rengøring af bygninger, 90911300 Vinduespuddning, 90914000 Rengøring af parkeringsanlæg, 90919200 Rengøring af kontorer, 98341000 Formidling af boliger, 98341120 Ejendomsservice, 98341130 Portnerservice, 98341140 Viceværtsservice, 90900000 Rengørings- og sanitetstjenester, 90500000 Tjenesteydelser i forbindelse med affald, 90920000 Facilitetsspecifikke sanitetstjenester, 66170000 Finansielle konsulenttydelser, behandling og clearing af finansielle transaktioner, 66171000 Finansielle konsulenttydelser, 66172000 Behandling og clearing af finansielle transaktioner, 66520000 Tjenesteydelser i forbindelse med pension, 66523100 Administration af pensionsfonde, 66522000 Kollektive pensionsforsikringer, 72222000 Strategisk gennemgang og planlægning af informationssystemer eller -teknologi, 50312600 Vedligeholdelse og reparation af informationsteknologisk udstyr, 50312610 Vedligeholdelse af informationsteknologisk udstyr, 50312620 Reparation af informationsteknologisk udstyr, 72222300 Tjenesteydelser i forbindelse med informationsteknologi, 72223000 Gennemgang af behov for

informationsteknologi, 72267100 Vedligeholdelse af programmel til informationsteknologi, 72267200 Reparation af programmel til informationsteknologi, 48613000 Elektronisk datastyring

### **II.2.3. Udførelsessted**

NUTS-kode: UKH23 Hertfordshire

### **II.2.4. Beskrivelse af udbuddet**

Hertfordshire County Council has a reputation for providing high-quality service whilst being prudent and sensitive to the financial constraints that affect all local authorities. The Council's vision is for "Hertfordshire to continue to be a county where people have the opportunity to live healthy, fulfilling lives in thriving, prosperous communities". The Council is ambitious for the future and wants to invest wisely in its services and the support it provides to communities so that it can be sure that it gives value for every pound it spends.

The Council is at a point now where it has a unique opportunity to make a change to the way it provides some of its core services. These services have been, and are being provided up to now mainly as part of the Shared Managed Service (SMS) contract. This contract's term expires in 2021, and the Council has new ambitions which it believes will bring about a new era and will change the way services are accessed and supported over the next 5 to 10 years. The current SMS contract delivers the following services:

- deliver soft facilities management services for 15 council sites including reception, security and cleaning, catering,
- provide HR transaction services, payroll services and controls for the Council's employees,
- process the Council's financial transactions,
- provide the Council's IT services and deliver associated technical support and projects,
- manage the Council's customer service centre handling a range of services for residents; including highways fault reporting and driver training,
- manage the Council's children's contact service which arranges supervised visits,
- operate the Social Care Access Service which enables older or disabled people to live independently.

These services have been asked to challenge themselves around how to provide future services to their customers and service users in an evolving environment that will change the level and nature of demand. There is also an expectation of a measurable return on investment, both in financial and customer satisfaction terms. The Council wants to work with the market to leapfrog current innovation in local authorities.

The Council's objective until the second part of 2019 is to identify options for the future delivery of the service areas in scope, to develop a detailed business case for each option and to make a final decision as to the preferred options.

This brief is being used as an outline to engage with the market so the Council can discuss potential solutions. It is anticipated that the service providers, in responding to this PIN, will work collaboratively with the Council to help it shape the future design of services.

The Council is not yet sure if the proposed contract will be split in lots.

### **II.2.14. Yderligere oplysninger**

To access the PPME documentation visit [www.supplyhertfordshire.uk](http://www.supplyhertfordshire.uk) and follow the on-screen guidance. Submit your completed Supplier Questionnaire through the In-Tend system by 12:00 noon on 17.12.2018. The Council will not be held accountable for any errors made by an organisation with their submission. If you are experiencing problems with In-Tend, please contact: [support@in-tend.com](mailto:support@in-tend.com)

## **II.3.**

## Foreløbig dato for offentliggørelse af udbudsbekendtgørelse

01/09/2020

### Del IV: Procedure

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#### IV.1. Beskrivelse

##### IV.1.8. Oplysninger om GPA-aftalen om offentlige udbud

Dette udbud er omfattet af GPA-aftalen: ja

### Del VI: Supplerende oplysninger

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#### VI.3. Yderligere oplysninger

##### VI.5. Dato for afsendelse af denne bekendtgørelse

04/12/2018