# 534928-2018 - Planning

See the notice on TED website

**United Kingdom-Hertford: Business and management consultancy and related services**
**OJ S 234/2018 05/12/2018**
**Prior information notice**
**Services**

**Legal Basis:**
Directive 2014/24/EU

## Section I: Contracting authority

### I.1. Name and addresses

Official name: Hertfordshire County Council
Postal address: Pegs Lane Hertford
Town: Hertford
NUTS code: UKH23 Hertfordshire
Postal code: SG13 8DE
Country: United Kingdom
Contact person: Nicole McCaffrey
E-mail: nicole.mccaffrey@hertfordshire.gov.uk
**Internet address(es)**:
Main address: www.hertfordshire.gov.uk
Address of the buyer profile: www.supplyhertfordshire.uk

### I.3. Communication

Additional information can be obtained from the abovementioned 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

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

### II.1.2. Main CPV code

79400000 Business and management consultancy and related services

### II.1.3. Type of contract

Services

### II.1.4. Short description

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. Estimated total value**

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.2. Description**

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

55500000 Canteen and catering services, 79342300 Customer services, 85320000 Social services, 79414000 Human resources management consultancy services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 79200000 Accounting, auditing and fiscal services, 79500000 Office-support services, 79510000 Telephone-answering services, 79512000 Call centre, 79511000 Telephone operator services, 79570000 Mailing-list compilation and mailing services, 79571000 Mailing services, 79990000 Miscellaneous business-related services, 79992000 Reception services, 79993000 Building and facilities management services, 79993100 Facilities management services, 79999000 Scanning and invoicing services, 79999100 Scanning services, 79999200 Invoicing services, 79211110 Payroll management services, 79631000 Personnel and payroll services, 80420000 E-learning services, 79400000 Business and management consultancy and related services, 79632000 Personnel-training services, 79710000 Security services, 79711000 Alarm-monitoring services, 79713000 Guard services, 79715000 Patrol services, 79716000 Identification badge release services, 45112700 Landscaping work, 45112710 Landscaping work for green areas, 64100000 Post and courier services, 64110000 Postal services, 64120000 Courier services, 55510000 Canteen services, 55520000 Catering services, 55320000 Meal-serving services, 55330000 Cafeteria services, 55523000 Catering services for other enterprises or other institutions, 42933000 Vending machines, 90911000 Accommodation, building and window cleaning services, 90911200 Building-cleaning services, 90911300 Window-cleaning services, 90914000 Car park cleaning services, 90919200 Office cleaning services, 98341000 Accommodation services, 98341120 Portering services, 98341130 Janitorial services, 98341140 Caretaker services, 90900000 Cleaning and sanitation services, 90500000 Refuse and waste related services, 90920000 Facility related sanitation services, 66170000 Financial consultancy, financial transaction processing and clearing-house services, 66171000 Financial consultancy services, 66172000 Financial transaction processing and clearing-house services, 66520000 Pension services, 66523100 Pension fund administration services, 66522000 Group pension services, 72222000 Information systems or technology strategic review and planning services, 50312600 Maintenance and repair of information technology equipment, 50312610 Maintenance of information technology equipment, 50312620 Repair of information technology equipment, 72222300 Information technology services, 72223000 Information technology requirements review services, 72267100 Maintenance of information technology software, 72267200 Repair of information technology software, 48613000 Electronic data management (EDM)

**II.2.3. Place of performance**

NUTS code: UKH23 Hertfordshire

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

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. Additional information**

To access the PPME documentation visit 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

**II.3. Estimated date of publication of contract notice**

01/09/2020

## 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: yes

## Section VI: Complementary information

**VI.3. Additional information**

**VI.5. Date of dispatch of this notice**

04/12/2018