

Suurbritannia / Ühendkuningriik-Hertford: Äri- ja juhtimisalased nõustamis- ja seonduvad teenused

OJ S 234/2018 05/12/2018

Eelteade

Teenused

Õiguslik alus:

Direktiiv 2014/24/EL

I osa: Hankija

I.1. Nimi ja aadressid

Ametlik nimetus: Hertfordshire County Council

Postiaadress: Pegs Lane Hertford

Linn: Hertford

NUTS kood: UKH23 Hertfordshire

Sihtnumber: SG13 8DE

Riik: Ühendkuningriik

Kontaktisik: Nicole McCaffrey

E-post: nicole.mccaffrey@hertfordshire.gov.uk**Internetiaadress(id):**Üldaadress: www.hertfordshire.gov.ukHankijaprofiili aadress: www.supplyhertfordshire.uk**I.3. Teabevahetus**

Lisateavet saab eespool nimetatud aadressil

I.4. Hankija liik

Linna või valla ametiasutus

I.5. Põhitegevus

Üldised avalikud teenused

II osa: Ese

II.1. Hanke kogus või ulatus**II.1.1. Nimetus**

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

Viitenumber: PPME

II.1.2. CPV põhikood

79400000 Äri- ja juhtimisalased nõustamis- ja seonduvad teenused

II.1.3. Lepingu liik

Teenused

II.1.4. Lühikirjeldus

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. Eeldatav kogumaksumus või suurusjärg

II.1.6. Teave osade kohta

Hankeleping on jaotatud osadeks: ei

II.2. Kirjeldus

II.2.2. CPV lisakood(id)

55500000 Söökla- ja toitlustusteenused, 79342300 Klienditeenused, 85320000 Sotsiaalteenused, 79414000 Personalijuhtimise nõustamisteenused, 79000000 Õigus-, turundus-, nõustamis-, värbamis-, trüki- ja turvaalased kommertsteenused, 79200000 Majandusarvestus-, auditeerimis- ja maksuteenused, 79500000 Büroo tugiteenused, 79510000 Telefonivastamisteenused, 79512000 Kõnekeskusteenused, 79511000 Telefonioperaatoriteenused, 79570000 Postiloendi koostamine ja postitusteenused, 79571000 Postitusteenused, 79990000 Mitmesugused äriteenused, 79992000 Vastuvõtuteenused, 79993000 Ehitiste ja rajatiste haldusteenused, 79993100 Rajatiste haldusteenused, 79999000 Skaneerimise ja arvete esitamise teenused, 79999100 Skaneerimise teenused, 79999200 Arvete esitamise teenused, 79211110 Palgahaldusteenused, 79631000 Personali ja palgateenused, 80420000 E-õppe teenused, 79400000 Äri- ja juhtimisalased nõustamis- ja seonduvad teenused, 79632000 Personalikoolitusteenused, 79710000 Turvateenused, 79711000 Alarmjärelvalve teenused, 79713000 Valveteenused, 79715000 Patrulliteenused, 79716000 Ametitöendite väljastamise teenused, 45112700 Maastikukujundustööd, 45112710 Haljasalade maastikukujundustööd, 64100000 Posti- ja kullerteenused, 64110000 Postiteenused, 64120000 Kullerteenused, 55510000 Sööklateenused, 55520000 Toitlustusteenused, 55320000 Toiduserveerimisteenused, 55330000 Selvekohviku teenused, 55523000 Muude ettevõtete või asutuste toitlustusteenused, 42933000 Müügiautomaadid, 90911000 Ruumide, hoonete ja akende puhastusteenused, 90911200 Hoonete puhastusteenused, 90911300 Aknapuhastusteenused, 90914000 Autoparklate puhastusteenused, 90919200 Büroopuhastusteenused, 98341000 Majutusteenused, 98341120 Uksehoidjateenused, 98341130 Majahoidjateenused, 98341140 Majavalvuriteenused, 90900000 Puhastus- ja desinfitseerimisteenused, 90500000 Prügi ja jäätmetega seotud teenused, 90920000 Rajatistega seotud desinfitseerimisteenused, 66170000 Finantskonsultatsiooni-, finantstehingute käitlemis- ja arvelduskoja teenused, 66171000 Finantskonsultatsiooniteenused, 66172000 Finantstehingute käitlemis- ja arvelduskoja teenused, 66520000 Pensionikindlustusteenused, 66523100 Pensionikindlustuse administreerimisteenused, 66522000 Ühise pensionifondi teenused, 72222000 Infosüsteemide ja tehnoloogilise strateegia retsenseerimis- ja planeerimisteenused, 50312600 Infotehnoloogiaseadmete hooldus ja remont, 50312610 Infotehnoloogiaseadmete hooldus, 50312620 Infotehnoloogiaseadmete remont, 72222300 Infotehnoloogia teenused, 72223000 Infotehnoloogiaandmete retsenseerimisteenused, 72267100 Infotehnoloogia tarkvara hooldus, 72267200 Infotehnoloogia tarkvara parandus, 48613000 Elektrooniline andmehaldus (EDM)

II.2.3. Täitmise koht

II.2.4. Hanke kirjeldus

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. Lisateave

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. Hanketeate avaldamise eeldatav kuupäev

01/09/2020

IV osa: Hankemenetlus

IV.1. Kirjeldus

IV.1.8. Teave Maailma Kaubandusorganisatsiooni hankelepingu (GPA) kohta
Hange on hõlmatud Maailma Kaubandusorganisatsiooni hankelepinguga: jah

VI osa: Lisateave

VI.3. Lisateave

VI.5. Käesoleva teate lähetamise kuupäev
04/12/2018