

Ir-Renju Unit-Hertford: Servizzi ta' l-amministrazzjoni tan-negozju u dawk relatati magħhom**OJ S 234/2018 05/12/2018****Avviż ta' informazzjoni minn qabel****Servizzi****Il-bażi ġuridika:**

Direttiva 2014/24/UE

Taqsim I: Awtorità kontraenti

I.1. Isem u indirizzi

Isem uffiċjali: Hertfordshire County Council

Indirizz postali: Pegs Lane Hertford

Belt: Hertford

Kodiċi NUTS: UKH23 Hertfordshire

Kodiċi postali: SG13 8DE

Pajjiż: Ir-Renju Unit

Persuna ta' kuntatt: Nicole McCaffrey

Posta elettronika: nicole.mccaffrey@hertfordshire.gov.uk**Indirizz(i) tal-Internet:**Indirizz ewlieni: www.hertfordshire.gov.ukIndirizz tal-profil tax-xerrej: www.supplyhertfordshire.uk**I.3. Komunikazzjoni**

Aktar informazzjoni tista' tinkiseb minn l-indirizz imsemmi hawn fuq

I.4. Tip ta' awtorità kontraenti

Awtorità reġjonali jew lokali

I.5. Attività ewlenija

Servizzi pubbliċi ġenerali

Taqsim II: L-għan

II.1. L-għan tal-ksib**II.1.1. Titlu**

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

Numru ta' referenza: PPME

II.1.2. Kodiċi ewlieni CPV

79400000 Servizzi ta' l-amministrazzjoni tan-negozju u dawk relatati magħhom

II.1.3. It-tip ta' kuntratt

Servizzi

II.1.4. Deskrizzjoni qasira

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. Stima tal-valur totali

II.1.6. Informazzjoni dwar il-lottijiet

Dan il-kuntratt huwa maqsum f'lottijiet: le

II.2. Deskrizzjoni

II.2.2. Kodiċi(jiet) addizzjonali tal-VKK

55500000 Servizzi tal-kafetterija u ta' l-ikel, 79342300 Servizzi tal-klijenti, 85320000 Servizzi soċjali, 79414000 Servizzi ta' konsulenza dwar ir-riżorsi umani, 79000000 Servizzi ta' negozju: Liġi, kummerċjalizzazzjoni, konsulenza, reklutaġġ, stampar u sigurtà, 79200000 Servizzi tal-kontijiet, l-awditjar u fiskali, 79500000 Servizzi ta' appoġġ ta' l-uffiċini, 79510000 Servizzi tat-tweġib tat-telefon, 79512000 Ċentru tas-sejnhiet telefoniċi, 79511000 Servizzi ta' l-operatur tat-telefon, 79570000 Servizzi tal-kompilazzjoni tal-lista ta' l-indirizzi u l-ippostjar attwali, 79571000 Servizzi ta' l-ippostjar attwali, 79990000 Servizzi varji relatati man-negozju, 79992000 Servizzi ta' reception, 79993000 Servizzi ta' l-amministrazzjoni tal-bini u faċilitajiet, 79993100 Servizzi ta' l-amministrazzjoni tal-faċilitajiet, 79999000 Servizzi ta' skenjar u fatturar, 79999100 Servizzi ta' skenjar, 79999200 Servizzi ta' fatturar, 79211110 Servizzi ta' l-amministrazzjoni tal-pagi, 79631000 Servizzi tal-personal u tal-pagi, 80420000 Servizzi ta' tagħlim elettroniku, 79400000 Servizzi ta' l-amministrazzjoni tan-negozju u dawk relatati magħhom, 79632000 Servizzi tat-taħriġ tal-personal, 79710000 Servizzi tas-sigurtà, 79711000 Servizzi tal-monitoraġġ ta' l-allarmi, 79713000 Servizzi ta' gwardji, 79715000 Servizzi tar-ronda, 79716000 Servizzi ta' ħruġ ta' tesseri ta' identifikazzjoni, 45112700 Xogħol ta' l-irranġar tal-pajsaġġ, 45112710 Xogħol ta' l-irranġar tal-pajsaġġ għal żoni ħodor, 64100000 Servizzi postali u tal-kurrier, 64110000 Servizzi postali, 64120000 Servizzi tal-kurriera, 55510000 Servizzi tal-kafetterija, 55520000 Servizzi tal-preżentazzjoni ta' l-ikel, 55320000 Servizzi tal-preżentazzjoni ta' l-ikel, 55330000 Servizzi tal-kafetterija, 55523000 Servizzi ta' l-ikel għall-impriżi oħrajn u istituzzjonijiet relatati, 42933000 Magni tal-bejgħ, 90911000 Servizzi ta' tindif ta' residenzi, binjiet u twieqi, 90911200 Servizzi tat-tindif ta' bini, 90911300 Servizzi tat-tindif tat-twieqi, 90914000 Servizzi ta' tindif ta' parkeġġi, 90919200 Servizzi tat-tindif ta' l-uffiċini, 98341000 Servizzi ta' l-akkomodazzjoni, 98341120 Servizzi tal-purtinara, 98341130 Servizzi ġanitorjali, 98341140 Servizzi ta' kustodji (bidillu), 90900000 Servizzi ta' tindif u iġene, 90500000 Servizzi marbuta maż-żibel u l-iskart, 90920000 Servizzi ta' iġenizzazzjoni marbuta mal-faċilità, 66170000 Servizzi ta' konsulenza finanzjarja, ta' proċessar ta' tranzazzjonijiet finanzjarji u ta' clearing-house, 66171000 Servizzi ta' konsulenza finanzjarja, 66172000 Servizzi tat-transazzjonijiet finanzjarji, proċessar u ta' l-uffiċini tar-rilaxx, 66520000 Servizzi tal-pensjonijiet, 66523100 Servizzi ta' l-amministrazzjoni dwar il-fondi tal-penzjoni, 66522000 Servizzi tal-penzjoni ta' gruppi, 72222000 Servizzi tas-sistemi ta' l-informatika jew ta' revizjoni u pjanar strateġiku tat-teknoloġija, 50312600 Servizzi ta' tiswija u tal-manutenzjoni ta' l-apparat tat-teknoloġija ta' l-informatika, 50312610 Manutenzjoni ta' l-apparat tat-teknoloġija ta' l-informatika, 50312620 Tiswija ta' l-apparat tat-teknoloġija ta' l-informatika, 72222300 Servizzi teknoloġiċi ta' l-informatika, 72223000 Servizzi tar-revizjoni tal-ħtiġiet teknoloġiċi ta' l-informatika, 72267100 Tiswija tas-software tat-teknoloġija ta' l-informatika, 72267200 Tiswija

tas-software tat-teknoloġija ta' l-informatika, 48613000 Amministrazzjoni elettronika tad-data (EDM)

II.2.3. Il-post tat-twettiq

Kodiċi NUTS: UKH23 Hertfordshire

II.2.4. Deskrizzjoni tal-akkwist

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. Informazzjoni addizzjonali

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. Id-data stmata tal-pubblikazzjoni tal-avviż tal-kuntratt

01/09/2020

Taqsimha IV: Proċedura

IV.1. Deskrizzjoni

IV.1.8. Informazzjoni dwar il-Ftehim dwar l-Akkwisti Pubbliċi (GPA)

L-akkwist huwa kopert mill-GPA: iva

Taqsimha VI: Informazzjoni kumplimentari

VI.3. Informazzjoni addizzjonali

VI.5. Data ta' meta ntbagħat dan l-avviż

04/12/2018