**EXPRESSIONS OF INTEREST FOR THE DELIVERY OF AFTER HOURS TELEPHONE SERVICES FOR THE HOROWHENUA DISTRICT**

**Date Released: 8 March 2017**

This Expression of Interest (“EOI”) contains:

Part 1 Introduction to the Horowhenua District Council’s requirements

Part 2 EOI Response Requirements

Part 3 EOI Terms and Conditions

Part 4 Evaluation

Appendix A Respondent Profile

Appendix B Referee Form

**1. Introduction to the Horowhenua District Council’s Requirements**

1.1 Background

Horowhenua District Council (“the Council” or “HDC”) provides a service to the community and public whereby telephone calls are answered 24 hours a day, 7 days a week.

During the working week, Monday, Tuesday, Thursday, Friday 9.00am to 5.00pm and Wednesday’s 9.30am to 5.00pm Council’s Customer Services staff operate this facility. Outside of these hours, is considered “After Hours” which includes weekends and Public Holidays.

The services offered out of hours includes the answering of queries, the referral of faults to Council Contractors when immediate response is required, and the capture and referral of service requests to Council for follow-up by Council during opening hours.

Council is seeking expressions of interest from interested suppliers for the delivery of After Hours Telephone Services; however EOIs need not be specifically limited to this component only.

1.2 Purpose

The primary purpose of this EOI is to seek general information from suppliers who have the capability to supply the services to meet Council’s requirements.

The first point of contact for our residents to report dog or other animal problems after hours is through a Call Centre, which in turn passes on any response needs.

The After Hours Service needs are:

* Monday from 5.00pm to 9.00am the next working day
* Tuesday from 5.00pm to 9.30am the next working day
* Wednesday from 5.00pm to 9.00am the next working day
* Thursday from 5.00pm to 9.00am the next working day
* Fridays / Weekends from 5.00pm Friday until 9.00am Monday
* Public Holidays

Services to be provided include:

* Answering of telephone calls
* Providing information to Council Customers on Council Business and process
* Documentation and referral of Service Requests
* Co-ordination of responses to faults that require After Hours response

1.3 Process

In issuing this EOI, prospective suppliers should be aware that the Council hopes to identify a short list of potential suppliers from the responses to this EOI. This short list of potential suppliers may then be invited to take part in a formal tender process to provide services to HDC in relation to the delivery of After Hours Telephone Services.

The issuing of this EOI does not commit HDC to proceeding with a formal tender process.

**2. EOI Response Requirements**

2.1 Questions

Please limit your submission to no more than six (6) pages when answering the following questions:

* Demonstrate how your organisation is able to provide Management of the listed Telephon After Hours Services for HDC;
* What experience does your organisation have in providing these or similar services;
* What experience and knowledge is your organisation able to demonstrate in relation to the work of the NZ Local Government Sector?
* In addition to the After Hours Telephone Services, what additional services, if any, could or would your organisation be able to provide to the Council?
* In what ways does your organisation achieve superior value for money for the services you offer?
* How would you propose to cost the various aspects of this service? (Please do not provide actual pricing details).

2.2 Time Line

The following table lists the key dates in relation to this EOI:

|  |  |
| --- | --- |
| Event | Date |
| EOI available | 8 March 2017 |
| Written responses to the EOI received by HDC | 31 March 2017 |
| HDC to review responses | 5 April 2017 |
| HDC to decide whether to carry out a tender process | 9 April 2017 |

2.3 Questions in relation to this EOI

2.3.1 If a prospective Respondent wishes to request additional information because of this EOI, HDC may respond to that request at the discretion of HDC.

2.3.2 Enquiries concerning this EOI must be directed to the following HDC authorised representative (‘Authorised Representative’) only and must be in writing:

Vai Miller

Customer Experience Lead

2.3.3 HDC will not be bound by any statement, written or verbal, made by any person other than the Authorised Representative. The Authorised Representative (or any other person specifically authorised by the Authorised Representative) is the only person authorised to make representations, explanations, clarifications, changes or issue information as to this EOI.

2.4 Response deadlines, Format and Delivery Requirements

No responsibility is accepted by the Council for responses delivered to the wrong location or by the wrong manner.

Responses should include:

* responses to the questions in section 2.1;
* a completed respondent profile (see Appendix A); and
* a completed referee form (see Appendix B).

HDC may:

* consider or decline to consider a response that does not follow the prescribed format, does not contain all of the information required, or is not submitted by the required timeframe; and
* require any response to be modified so as to follow the form so prescribed and contain the information required.

HDC will not accept responses other than via the Council Tenders Box.

Hand/Courier Delivery Postal Delivery

Tenders Box Tenders Box

Horowhenua District Council Horowhenua District Council

126 Oxford Street Private Bag 4002

Levin 5510 Levin 5540

EOI After Hours Telephone Service EOI After Hours Telephone Service

**3. Terms and Conditions**

3.1 Rights Reserved by HDC

The Council at its sole discretion may:

* vary or withdraw this EOI (or any part of it) at any time, or waive or relax any matters specified in this EOI;
* decide not to proceed with a form tender process for After Hours Telephone Services;
* seek more information from any suppliers; and
* select or reject any potential suppliers based on their performance in the EOI process.

3.2 Conflicts of Interest

Suppliers must comment in their responses on any actual or potential conflicts of interest that may impact on their ability to deliver the services referred to in this EOI.

3.3 Costs

The Council shall not be liable for any costs or expenses incurred by suppliers in respect of this EOI, including in preparing a response or responding to questions from the Council.

The information provided in the EOI is accurate to the best of the Council’s knowledge.

3.4 Information Complete and Accurate

All information provided by suppliers in their responses is warranted to be complete and accurate in all material respects and that its use by the Council for the purpose of evaluating response to this EOI will not breach any third party intellectual property rights.

The Council may verify any information included in a response with a third party.

The Council may contact any of the referees whose details are provided in Appendix B.

3.5 Exclusion from general publication

All requests to have a question excluded from general publication must be accompanied with a reason for exclusion. If the Council decides that the information is relevant to all parties, the Council will contact the supplier for consent before publication of the answer. Non-consent will result in the question being unanswered.

3.6 Notification of EOI outcome

The Council will notify all suppliers of the outcome of their EOI response. The Council will not be bound to give any reason for decisions made as a result of the EOI or the outcome of the EOI evaluation.

3.7 Negotiation

The Council reserves the right to negotiate without restriction after the close of EOIs on any matter contained in the EOIs.

In the event that in the opinion of the Council none of the responses submitted are acceptable, the Council reserves the right to enter into further negotiations with one or more of the suppliers. The Council will exercise this right only after notification that the responses to the EOI have been unsuccessful. This clause does not restrict the Council’s right to negotiate as provided for above.

3.8 No legal relationship

The Council, or an assessment panel convened by the Council, will evaluate each response against criteria determined by the Council at its absolute discretion. EOIs will be evaluated on:

* information given by the supplier in its response;
* any further information obtained by the Council as a result of further communications between the Council and the supplier or the referees; and
* any such other information available to the Council regarding the supplier which the Council considered assists to assess the response.

Each response will be broadly assessed on its compliance with the Council’s requirements detailed in this EOI.

The Council reserves its absolute discretion in the evaluation and selection process.

**Appendix A – Respondent Profile**

**DETAILS OF SUBMITTERS**

Respondent’s Full Legal Name: .........................................................................................

Trading Name (if different): .........................................................................................

Date of Incorporation (if applicable): ..........................................................................................

Address: ..........................................................................................

.....................................................Post Code: ....................

Company Registration Number (if applicable): .............................................................................

Contact Person: ..........................................................................................

Position: ...........................................................................................

Phone No(s): .......................................................................

E-mail: ...............................................................................

Legal Status: Limited Liability Company Yes / No

Partnership Yes / No

Other (please specify) .........................................................

**Appendix B – Referee Form**

Referee 1

Name:

Contact Details:

Summary of Services Provided:

Referee 2

Name:

Contact Details:

Summary of Services Provided:

Referee 3

Name:

Contact Details:

Summary of Services Provided: