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Tender

## **ID 3338749 - DfE - Lisburn City and Castlereagh Borough Council - LED NI Business Start Up Programme - Enquiry Handling Element**

Lisburn and Castlereagh Council  
Derry City and Strabane District Council  
Fermanagh and Omagh District Council  
Lisburn and Castlereagh City Council  
Mid and East Antrim Borough Council  
Mid Ulster District Council  
Newry Mourne and Down District Council  
Antrim and Newtownabbey Borough Council  
Ards and North Down Borough Council  
Armagh City Banbridge and Craigavon Borough Council  
Belfast City Council  
Causeway Coast and Glens Borough Council

F02: Contract notice

Notice identifier: 2021/S 000-003895

Procurement identifier (OCID): ocds-h6vhtk-02969f

Published 26 February 2021, 12:16pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Lisburn and Castlereagh Council

Lagan Valley Island

Lisburn

BT27 4RL

**Contact**

SSDAdmin.CPDfinance-ni.gov.uk

**Email**

[SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

Derry City and Strabane District Council

Council Offices, 98 Strand Road

Derry

BT48 7NN

**Email**

[SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

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**I.1) Name and addresses**

Fermanagh and Omagh District Council

The Townhall 2 Townhall Street

Enniskillen

BT74 7BA

**Email**

[SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

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**I.1) Name and addresses**

Lisburn and Castlereagh City Council

Island Civic Centre Lagan Valley Island The Island

Lisburn

BT27 4RL

**Email**

[SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

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**I.1) Name and addresses**

Mid and East Antrim Borough Council

The Braid 1-29 Bridge Street

Ballymena

BT43 5EJ

**Email**

[SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

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Main address

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Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

Mid Ulster District Council

Dungannon Office Circular Road

Dungannon

BT71 6DT

**Email**

[SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

**Country**

United Kingdom

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Buyer's address

<https://etendersni.gov.uk/epps>

### **I.1) Name and addresses**

Newry Mourne and Down District Council

District Council Offices O'Hagan House Monaghan Row

Newry

BT35 8DJ

#### **Email**

[SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

#### **Country**

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#### **NUTS code**

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#### **Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

### **I.1) Name and addresses**

Antrim and Newtownabbey Borough Council

Antrim Civic Centre 50 Stiles Way

Antrim

BT41 2UB

**Email**

[SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

Ards and North Down Borough Council

Town Hall, The Castle

Bangor

BT20 4BT

**Email**

[SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

Armagh City Banbridge and Craigavon Borough Council

Craigavon Civic and Conference Centre PO Box 66 Lakeview Road

Craigavon

BT64 1AL

**Email**

[SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

**Country**

United Kingdom

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UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

Belfast City Council

Belfast City hall

Belfast

BT1 5GS

**Email**

[SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

Causeway Coast and Glens Borough Council

Civic Headquarters Cloonavin 66 Portstewart Road

Coleraine

BT52 1EY

**Email**

[SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

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**I.2) Information about joint procurement**

The contract involves joint procurement

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://etendersni.gov.uk/epps>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

General public services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

ID 3338749 - DfE - Lisburn City and Castlereagh Borough Council - LED NI Business Start Up Programme - Enquiry Handling Element

Reference number

ID3338749

### **II.1.2) Main CPV code**

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

Lisburn and Castlereagh City Council (LCCC) is acting on behalf of the 11 Northern Ireland Councils to appoint a Contractor to deliver an enquiry handling service for the new Go For It Programme.

### **II.1.5) Estimated total value**

Value excluding VAT: £223,230

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

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

- 79512000 - Call centre
- 79510000 - Telephone-answering services

### **II.2.3) Place of performance**

NUTS codes

- UKN - NORTHERN IRELAND

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

Lisburn and Castlereagh City Council (LCCC) is acting on behalf of the 11 Northern Ireland Councils to appoint a Contractor to deliver an enquiry handling service for the new

Go For It Programme.

**II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6) Estimated value**

Value excluding VAT: £223,230

**II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

18

This contract is subject to renewal

No

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: No

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: Yes

Identification of the project

Enquiry Handling Service for the Go For It programme. Council has successfully sought ERDF funding. This has been agreed via InvestNI to run for 18 months starting 01st June 2021. It will not extend.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

31 March 2021

Local time

3:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 29 June 2021

#### **IV.2.7) Conditions for opening of tenders**

Date

31 March 2021

Local time

3:30pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

The successful Contractor's performance on this Contract will be managed as per the specification and regularly monitored (see.. Procurement Guidance Note 01/12 - Contract Management - Procedures and Principles). Contractors not delivering on contract.. requirements is a serious matter. It means the public purse is not getting what it is paying for. If a contractor fails to reach satisfactory.. levels of contract performance they will be given a specified time to improve. If, after the specified time, they still fail to reach satisfactory.. levels of contract performance, the matter will be escalated to senior management in CPD for further action. If this occurs and their.. performance still does not improve to satisfactory levels within the specified period, it may be regarded as an act of grave professional.. misconduct and they may be issued with a Notice of Unsatisfactory Performance and this Contract may be terminated. A central register... of such Notices for supplies and services contracts will be maintained and published on the CPD website. Any contractor in receipt of a.. Notice of Unsatisfactory Performance will be required to declare this in future tender submissions for a period of three years from the.. date of issue of the Notice. It may also result in the contractor being excluded from all procurement competitions being undertaken by.. Centres of Procurement Expertise on behalf of bodies covered by the Northern Ireland Procurement Policy...

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The UK does not have any special review body with responsibility for appeal/mediation procedures in public procurement competitions. Any challenges are dealt with by the High Court Commercial Division to which proceedings may be issued regarding alleged breaches of the Public Contracts Regulations

UK

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

CPD will comply with the Public Contracts Regulations 2015 (as amended) and, where appropriate, will incorporate a standstill period (i.e. a minimum of 10 calendar days) at the point information on the award of contract is communicated to tenderers. That notification will provide full information on the award decision...