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Tender

## **QEOP & E20 Stadium Customer Helpline Services**

London Legacy Development Corporation

F02: Contract notice

Notice identifier: 2023/S 000-005598

Procurement identifier (OCID): ocds-h6vhtk-03abeb

Published 24 February 2023, 4:05pm

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

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

London Legacy Development Corporation

5 Endeavour Square

London

E20 1JN

#### **Contact**

Robert Hughes Senior Procurement Manager

#### **Email**

[roberthughes@londonlegacy.co.uk](mailto:roberthughes@londonlegacy.co.uk)

#### **Telephone**

+44 7834464416

#### **Country**

United Kingdom

**Region code**

UKI41 - Hackney and Newham

**Internet address(es)**

Main address

<https://www.queenelizabetholympicpark.co.uk/>

**I.3) Communication**

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Customer-services./22EA69K2FP>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/respond/22EA69K2FP>

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

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

Other type

Mayoral Development Corporation

**I.5) Main activity**

Other activity

Recreational, cultural and sporting services

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## **Section II: Object**

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

#### **II.1.1) Title**

QEOP & E20 Stadium Customer Helpline Services

Reference number

PIP-221031-0

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

- 79342300 - Customer services

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

Services

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

The LLDC is seeking to engageThe LLDC is seeking to engage a Helpline specialist which shares our ambition for Queen Elizabeth Olympic Park ('QEOP') to be industry leading and benchmarked favourably against high performance estates, venues, and open spaces.

LS185 have proposed that the new helpline contact should also provide the service for Stadium venue enquires which are currently dealt with by the LS185 reception desk at entrance B.

The objective is to procure a best-in-class helpline service provider that who will provide a customer service freephone hotline and email response service over a three-year period with the option to extend for a further two years at LLDC's sole discretion.

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

Value excluding VAT: £350,000

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

This contract is divided into lots: No

### **II.2) Description**

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

NUTS codes

- UKI41 - Hackney and Newham

Main site or place of performance

Hackney and Newham

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

The LLDC is seeking to engage a Helpline specialist which shares our ambition for Queen Elizabeth Olympic Park ('QEOP') to be industry leading and benchmarked favourably against high performance estates, venues, and open spaces.

LS185 have proposed that the new helpline contact should also provide the service for Stadium venue enquires which are currently dealt with by the LS185 reception desk at entrance B.

The objective is to procure a best-in-class helpline service provider that who will provide a customer service freephone hotline and email response service over a three-year period with the option to extend for a further two years at LLDC's sole discretion.

### **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: £350,000

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

Start date

1 July 2023

End date

30 June 2026

This contract is subject to renewal

Yes

Description of renewals

Optional extension periods of 1+1 years

#### **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: No

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

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

##### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

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

Selection criteria as stated in the procurement documents

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## **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

11 April 2023

Local time

2:00pm

#### **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**

Duration in months: 6 (from the date stated for receipt of tender)

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

Date

11 April 2023

Local time

2:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic payment will be used

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

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Customer-services./22EA69K2FP>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/22EA69K2FP>

GO Reference: GO-2023224-PRO-22207404

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

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

London Legacy Development Corporation

Level 9, 5 Endeavour Square

London

E20 1JN

Country

United Kingdom

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

Precise information on deadline(s) for review procedures

Part 3 of the Public Contracts Regulations 2015 addresses the remedies available to economic operators. The LLDC are conducting this procurement and will incorporate a minimum 10 calendar day standstill period in accordance with Regulation 87 of the Public Contracts Regulations 2015 prior to concluding the award of any contract pursuant to this notice. In the first instance, potentially aggrieved economic operators should notify the LLDC of an appeal.