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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

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

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.

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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

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

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

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.