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Contract

Contact Centre Services for TfW

Transport for Wales

F03: Contract award notice

Notice identifier: 2021/S 000-010024

Procurement identifier (OCID): ocds-h6vhtk-02ae99

Published 7 May 2021, 4:44pm

Section I: Contracting authority

I.1) Name and addresses

Transport for Wales

3 Llys Cadwyn,

Pontypridd,

CF37 4TH

Contact

Natalie Noble

Email

Procurement@tfw.wales

Telephone

+44 2921673434

Country

United Kingdom

NUTS code

UKL - Wales

Internet address(es)

Main address

<https://trc.cymru/>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA50685

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Transport related services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contact Centre Services for TfW

Reference number

TfW-C000288.00

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

TfW require the provision of Contact Centre services. This must be a fully bi-lingual (English and Welsh) service, which operates extended working hours to include weekends and evenings, in order to handle telephone bookings and queries for existing and new projects across Wales.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £375,000

II.2) Description

II.2.2) Additional CPV code(s)

- 64210000 - Telephone and data transmission services
- 79511000 - Telephone operator services
- 79342300 - Customer services
- 79342320 - Customer-care services
- 79500000 - Office-support services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

TfW requires the provision of Contact Centre services. This includes a fully bi-lingual (English and Welsh) service, which operates extended working hours to include weekends and evenings, in order to handle telephone bookings and queries for existing bus and new projects across Wales.

The contract term will be for 18 months with the option to extend for 12 months at 6 month intervals.

The current bus projects are operated under our “fflecsi” brand and are Demand Responsive Transport (DRT) and Integrated Responsive Transport – Customer Enquiries & Bookings.

The service provision must align to TfW’s Customer Contact Strategy and Customer Experience Objectives:

- * Engaging people to deliver the highest possible standards of customer service
- * Delivering a high quality and reliable service
- * Continuously developing the customer proposition
- * Enable smooth and seamless journeys across Wales
- * Deliver high quality customer engagement, insights and communication

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

II.2.11) Information about options

Options: Yes

Description of options

As defined in the Procurement documents

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 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.2.1) Previous publication concerning this procedure

Notice number: [2020/S 192-465188](#)

Section V. Award of contract

Contract No

C000288.00

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 January 2021

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 3

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

CONNECT ASSIST LTD

CONNECT ASSIST LTD, Unit 3 Cefn Coed Parc, Nantgarw

Cardiff

CF157QQ

Country

United Kingdom

NUTS code

- UKL15 - Central Valleys

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £375,000

Total value of the contract/lot: £375,000

Section VI. Complementary information

VI.3) Additional information

The value of the contract is estimated as it will be dependent on demand for services. The contract value will not exceed 375,000.00 GBP

(WA Ref:110444)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom