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Tender

CH232464 OUT OF HOURS CALL CENTRE SERVICE

Perceval House
London Borough of Ealing
London Borough of Barnet
London Borough of Enfield
London Borough of Haringey
London Borough of Barking and Dagenham
London Borough of Hammersmith and Fulham
London Borough of Waltham Forest

F02: Contract notice

Notice identifier: 2024/S 000-011151

Procurement identifier (OCID): ocids-h6vhtk-045011

Published 5 April 2024, 3:45pm

Section I: Contracting authority

I.1) Name and addresses

Perceval House

Third Floor, 14-16 Uxbridge Road

London

W5 2HL

Contact

Andrew Shorter

Email

ashorter@ealing.gov.uk

Telephone

+44 2088255000

Country

United Kingdom

Region code

UKI - London

National registration number

226670070

Internet address(es)

Main address

<http://www.ealing.gov.uk>

Buyer's address

<https://www.ealing.gov.uk/>

I.1) Name and addresses

London Borough of Ealing

Perceval House, 14-16 Uxbridge Road

London

W5 2TL

Email

huntv@ealing.gov.uk

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://www.ealing.gov.uk/site/>

Buyer's address

<https://www.ealing.gov.uk/site/>

I.1) Name and addresses

London Borough of Barnet

London Business Park (NLBP)

London

N11 1NP

Email

barry.may@barnet.gov.uk

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://www.barnet.gov.uk/>

Buyer's address

<https://www.barnet.gov.uk/>

I.1) Name and addresses

London Borough of Enfield

Civic Centre. Silver Street

London

EN1 3XA

Email

julie.pocock@enfield.gov.uk

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://www.enfield.gov.uk/>

Buyer's address

<https://www.enfield.gov.uk/>

I.1) Name and addresses

London Borough of Haringey

Civic Centre, High Road, Wood Green,

London

N22 8LE

Email

zuned.patel@haringey.gov.uk

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://www.haringey.gov.uk/>

Buyer's address

<https://www.haringey.gov.uk/>

I.1) Name and addresses

London Borough of Barking and Dagenham

Civic Centre. Rainham Road North, Dagenham

London

RM10 7BN

Email

natalia.monvoisin@lbbd.gov.uk

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://www.lbhd.gov.uk/>

Buyer's address

<https://www.lbhd.gov.uk/>

I.1) Name and addresses

London Borough of Hammersmith and Fulham

King Street,

London

W6 9JU

Email

yvonne.hadlames@lbhf.gov.uk

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://www.lbhf.gov.uk/>

Buyer's address

<https://www.lbhf.gov.uk/>

I.1) Name and addresses

London Borough of Waltham Forest

Forest Road, Walthamstow

London

E17 4JF

Email

helen.robertson@walthamforest.gov.uk

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://www.walthamforest.gov.uk/>

Buyer's address

<https://www.walthamforest.gov.uk/>

I.2) Information about joint procurement

The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national procurement law

PCR 2015 Regulations 38

I.3) Communication

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

<https://ealinglbc-atamis.my.site.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://ealinglbc-atamis.my.site.com>

Tenders or requests to participate must be submitted to the following address:

Perceval House

Third Floor, 14-16 Uxbridge Road

London

W5 2HL

Email

acostaa@ealing.gov.uk

Telephone

+44 2088258860

Country

United Kingdom

Region code

UKI - London

National registration number

226670070

Internet address(es)

Main address

<http://www.ealing.gov.uk>

Buyer's address

<https://www.ealing.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

CH232464 OUT OF HOURS CALL CENTRE SERVICE

Reference number

CH232464

II.1.2) Main CPV code

- 79510000 - Telephone-answering services

II.1.3) Type of contract

Services

II.1.4) Short description

Ealing Council has worked with its partners to deliver quality and value in the context of its long standing outsourced contract for the provision of a high quality and value for money out of hours call handling shared service. High levels of quality are important for the current users of the arrangement and will be equally important for any potential new joiners. The current arrangement was procured by the London Borough of Ealing and is used by Ealing, Barnet, Homes for Haringey, Enfield, Barking and Dagenham and Hammersmith and Fulham Councils and Homes for Haringey.

II.1.5) Estimated total value

Value excluding VAT: £7,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64214200 - Telephone switchboard services
- 79311210 - Telephone survey services
- 64214200 - Telephone switchboard services
- 79510000 - Telephone-answering services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Ealing Council is procuring the out of hours call handling services as a central purchasing body pursuant to Regulation 37 of the Public Contracts Regulations 2015. This new arrangement is open to the contracting authorities listed below. Each party will enter into separate but identical Services Agreements save for local variations and factual differences. In order to maximise the efficiency of the arrangement the new supplier may be required to undertake integration of the call centre service with the back-office function of each individual council.

:-

- All UK Councils and Housing Sector Arm's Length Management Organisations (ALMO) who offer an out of hour's service including without limitation the existing participants London Boroughs of Barnet, Haringey, Enfield, Barnet, Barking and Dagenham, Ealing and Waltham Forest Councils
- all central government departments offices and bodies.
- Any Registered Social Landlords
- Any Integrated Care Systems and Integrated Care Boards in UK
- Any Local Authority Trading Companies
- Any Local Authority Direct Service Organisations

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: £7,000,000

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

Start date

20 October 2025

End date

20 October 2030

This contract is subject to renewal

Yes

Description of renewals

Up to 2 further years (24 months) in accordance with the terms of the Overarching Agreement and Services Agreements.

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

List and brief description of selection criteria

Selection criteria as stated in the procurement documents

Minimum level(s) of standards possibly required

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

List and brief description of selection criteria

Selection criteria as stated in the procurement documents

Minimum level(s) of standards possibly required

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

This is set out in the tender documents.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

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

19 April 2024

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

5 April 2024

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: 17 March 2025

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Royal Court of Justice

Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.find-court-tribunal.service.gov.uk/courts/royal-courts-of-justice>

VI.4.2) Body responsible for mediation procedures

Royal Court of Justice

Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.find-court-tribunal.service.gov.uk/courts/royal-courts-of-justice>

VI.4.4) Service from which information about the review procedure may be obtained

Perceval House

Third Floor, 14-16 Uxbridge Road

London

W5 2HL

Email

acostaa@ealing.gov.uk

Country

United Kingdom

Internet address

<http://www.ealing.gov.uk>