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Contract

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

F03: Contract award notice

Notice identifier: 2021/S 000-013604

Procurement identifier (OCID): ocds-h6vhtk-02bc97

Published 16 June 2021, 12:54pm

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

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

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

Fermanagh and Omagh District Council

The Townhall 2 Townhall Street

Enniskillen

BT74 7BA

Email

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

Lisburn and Castlereagh City Council

Island Civic Centre Lagan Valley Island The Island

Lisburn

BT27 4RL

Email

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

Mid and East Antrim Borough Council

The Braid 1-29 Bridge Street

Ballymena

BT43 5EJ

Email

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

Mid Ulster District Council

Dungannon Office Circular Road

Dungannon

BT71 6DT

Email

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

Newry Mourne and Down District Council

District Council Offices O'Hagan House Monaghan Row

Newry

BT35 8DJ

Email

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

Antrim and Newtownabbey Borough Council

Antrim Civic Centre 50 Stiles Way

Antrim

BT41 2UB

Email

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

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

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

Belfast City Council

Belfast City hall

Belfast

BT1 5GS

Email

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

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.2) Information about joint procurement

The contract involves 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

General public services

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.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £223,230

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

Quality criterion - Name: QUALITY / Weighting: 60

Cost criterion - Name: COST / Weighting: 40

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 JULY 2021. It will not extend.

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: [2021/S 043-109012](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

1

Title

Contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 June 2021

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

TELEPERFORMANCE LIMITED

Spectrum Building, Bond Street

Bristol

BS1 3LG

Email

enquiry@teleperformance.co.uk

Telephone

+44 01179168000

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

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

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £223,230

Total value of the contract/lot: £223,230

Section VI. Complementary information

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