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Tender

TfL 95743 Contact Centre Outsourced Services Framework

Transport for London

F02: Contract notice

Notice identifier: 2022/S 000-014961

Procurement identifier (OCID): ocids-h6vhtk-034117

Published 27 May 2022, 4:12pm

Section I: Contracting authority

I.1) Name and addresses

Transport for London

Palestra, 197 Blackfriars Road

London

SE1 8NJ

Contact

Kevin Reilly

Email

kevinreilly@tfl.gov.uk

Telephone

+44 12345

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://tfl.gov.uk>

Buyer's address

<https://tfl.gov.uk>

I.3) Communication

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

<https://procontract.due-north.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Other activity

Transport

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

TfL 95743 Contact Centre Outsourced Services Framework

Reference number

DN590622

II.1.2) Main CPV code

- 79512000 - Call centre
 - AA01 - Metal

II.1.3) Type of contract

Services

II.1.4) Short description

TfL 95743 Contact Centre Outsourced Services Framework

This is a competitive procurement for Framework for Contact Centres and Fulfilment Services. These Service will include contact handling (defined as an interaction between a customer and a contract centre) and fulfilment.

The Framework will be valid for up to 6 years. Other members of the GLA (Greater London Authority) Group may at a later stage choose to call off from these services in the future..

This Framework will have the following Lots

Lot 1 - Full Contact Centre Services

Lot 2 - Contact Handling

Lot 3 - Fulfilment

Lot 4 - Tech support

This opportunity is on the Pro-Contract Portal which can be found at:

- 1) <https://procontract.due-north.com> Look for Transport for London
- 2) Your organisation will need to register if your company has not yet done so.
- 3)a) Transport for London (TfL) is a complex organisation operating both as an executive agency of the Greater London Authority (GLA) under the direction of the Mayor of London and as provider of transport services. The scope of the proposed services may encompass activities within the scope of both Directive 2014/24/EU of the European Parliament and of the Council and Directive 2014/25/EU of the European Parliament and of the Council (Services to be provided in relation to activities will not be subject to a separate notice, the services may be provided to TfL and/or its subsidiaries and may also encompass London Regional Transport (LRT) and/or the GLA and any of the functional bodies).
- b) Further information on TfL may be found at www.tfl.gov.uk and <https://www.tfl.gov.uk/corporate/publications-and-reports/procurement-information>
- c) Contract(s) may be awarded to the successful contractor by any part of TfL and/or any of its subsidiaries.
- d) The awarding authority reserves the right to withdraw from the procurement process and/or not to award any contract as a result of the competition called for by this notice and the awarding authority shall not be liable for any costs or expenses incurred by any candidates in considering and/or responding to the procurement process.
- e) All discussions and meetings will be conducted in English. Tenders and supporting documents must be priced in GBP and all payments under the contract will be made in sterling.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot No

01

II.2.2) Additional CPV code(s)

- 79510000 - Telephone-answering services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 1 - Full Contact Centre Services

Telephony

Correspondence

Fulfilment

Technology, Support & Development

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 40

Price - Weighting: 72

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

Duration in months

60

This contract is subject to renewal

No

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

II.2) Description

II.2.1) Title

Lot No

02

II.2.2) Additional CPV code(s)

- 79510000 - Telephone-answering services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 2 - Contact Handling

Telephony

Correspondence

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 40

Price - Weighting: 60

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

Duration in months

72

This contract is subject to renewal

No

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

II.2) Description

II.2.1) Title

Lot No

03

II.2.2) Additional CPV code(s)

- 79510000 - Telephone-answering services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 3 - Fulfilment

Fulfilment – Cards and Keys

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 40

Price - Weighting: 72

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

Duration in months

60

This contract is subject to renewal

No

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

II.2) Description

II.2.1) Title

Lot No

04

II.2.2) Additional CPV code(s)

- 79500000 - Office-support services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 4 - Tech support

Technology, support, and development

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 40

Price - Weighting: 60

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

Duration in months

72

This contract is subject to renewal

No

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

1 July 2022

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Transport for London

London

Country

United Kingdom

Internet address

www.tfl.gov.uk