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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): ocds-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](mailto: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

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## **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 maybe provided to TfL and/or its subsidiaries and may also encompass London Regional Transport (LRT) and/ ort he GLA and any of the functional bodies).

b) Further information on TfL may be found at [www.tfl.gov.uk](http://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 withdraw from the procurement process and/or not to award any contract as a result of the competition called tot 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

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## **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](http://www.tfl.gov.uk)