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Contract

Contact Centre Services

UNIVERSITY OF NOTTINGHAM (THE)

F03: Contract award notice

Notice identifier: 2021/S 000-016310

Procurement identifier (OCID): ocds-h6vhtk-02b2df

Published 13 July 2021, 10:05am

Section I: Contracting authority

I.1) Name and addresses

UNIVERSITY OF NOTTINGHAM (THE)

Kings Meadow Campus, Lenton Lane

NOTTINGHAM

NG72NR

Contact

Daniel Lang

Email

procurement@nottingham.ac.uk

Telephone

+44 1159515151-15151

Country

United Kingdom

NUTS code

UKF1 - Derbyshire and Nottinghamshire

Internet address(es)

Main address

<https://www.nottingham.ac.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contact Centre Services

Reference number

1505/FC/DL

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

A Contact Centre Service provider is required to support the University's call centre operation for the University Clearing process from the 1st July 2021 to 31st August.

The university cannot resource the prolonged call centre support that is needed this year, due to the increased uncertainty within the applicant community caused by the Covid-19 impacts on study and examinations.

During this period it is anticipated that 20 call handlers will be required, rising to 300 during the 10th to 12th August 2021.

Call handlers are required to support on three types of line: Clearing Hotline; Confirmation Hotline; Medicine & Health Sciences Hotline.

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: £350,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Contact Centre Services contract to provide the anticipated call handlers, training and the necessary resources to support the transition and mobilisation of the service.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

The term of the agreement may be extended for a further 12 months

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- No tenders or no suitable tenders/requests to participate in response to open procedure

Explanation:

Under Regulation 32(2)(a), contracting authorities may award public contracts by a negotiated procedure without prior publication where no tenders, no suitable tenders, no requests to participate or no suitable requests to participate have been submitted in response to an open procedure or a restricted procedure, provided that the initial conditions of the contract are not substantially altered and that a report is sent to the Commission where it so requests.

Following an Expression Of Interest to the Commercial Services Framework RM3815, Lot 2 - Contact Centre Services, only two out of the eight suppliers on the framework confirmed their interest to participate.

The authority proceeded to conduct a Further Competition via the Crown Commercial Services Framework RM3815, Lot 2 - Contact Centre Services but only received one noncompliant bid from Serco Limited.

The authority has considered the options arising as a consequence of the above processes and in light of the time sensitive nature of the required services, the authority thereby sets out its intention to award the contract to Serco Limited through the use of the negotiated procedure without prior publication. The authority has undertaken due care to ensure that the conditions of the contract shall be substantially the same as initial conditions of contract previously advertised under the Further Competition, including the scope/specification of the services and all necessary and applicable reports shall be sent to the Cabinet Office.

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-011118](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 June 2021

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Serco Limited

16 Bartley Wood Business Park

Hook

RG27 9UY

Country

United Kingdom

NUTS code

- UKJ3 - Hampshire and Isle of Wight

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: £350,000

Total value of the contract/lot: £350,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court

The Strand

London

WC2A 2LL

Country

United Kingdom