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Tender

RBKC Out of Hours Call Centre Service

The Royal Borough of Kensington & Chelsea

F02: Contract notice

Notice identifier: 2023/S 000-016471

Procurement identifier (OCID): ocds-h6vhtk-03d534

Published 9 June 2023, 3:57pm

Section I: Contracting authority

I.1) Name and addresses

The Royal Borough of Kensington & Chelsea

Town Hall, 8 Hornton Street

London

W8 7NX

Contact

Lauren Wheatcroft

Email

procurement@rbkc.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.rbkc.gov.uk

Buyer's address

www.rbkc.gov.uk/business-and-enterprise/business-opportunities-and-procurement/procurement-borough

I.3) Communication

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

www.capitalesourcing.com

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.capitalesourcing.com

Tenders or requests to participate must be submitted to the above-mentioned address

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

RBKC Out of Hours Call Centre Service

Reference number

PRJ_RBKC_20857

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

The Royal Borough of Kensington & Chelsea (RBKC) is inviting tenders from sufficiently experienced and qualified contractors for the provision of an out of hours call handling service. The delivery of the contract is anticipated to begin on or around Tuesday 22nd August 2023.

II.1.5) Estimated total value

Value excluding VAT: £814,200

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

A Service Contract will be awarded to one contractor. The contract will be established for

an initial duration of 36 months, with the option to extend for up to 24 further months at RBKC's discretion.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Price / Weighting: 40

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £814,200

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

24 months

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

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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

Date

10 July 2023

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

10 July 2023

Local time

12:00pm

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

Public Procurement Review Service

London

Country

United Kingdom