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Tender

## **Provision of Customer Service Team**

The Prince's Trust

F02: Contract notice

Notice identifier: 2022/S 000-021647

Procurement identifier (OCID): ocds-h6vhtk-035993

Published 8 August 2022, 7:36am

The closing date and time has been changed to:

**20 September 2022, 12:00pm**

See the [change notice](#).

## **Section I: Contracting authority**

### **I.1) Name and addresses**

The Prince's Trust

Prince's Trust House, 9 Eldon Street

London

EC2M 7LS

#### **Email**

[graham.proudfoot@princes-trust.org.uk](mailto:graham.proudfoot@princes-trust.org.uk)

#### **Telephone**

+44 800842842

**Country**

United Kingdom

**NUTS code**

UKI - London

**Internet address(es)**

Main address

[www.princes-trust.org.uk](http://www.princes-trust.org.uk)

Buyer's address

[www.princes-trust.org.uk](http://www.princes-trust.org.uk)

**I.3) Communication**

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

<https://suppliers.multiquote.com>

Additional information can be obtained from another address:

The Prince's Trust

Prince's Trust House, 9 Eldon Street

London

EC2M 7LS

**Email**

[graham.proudfoot@princes-trust.org.uk](mailto:graham.proudfoot@princes-trust.org.uk)

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Main address

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Buyer's address

[www.princes-trust.org.uk](http://www.princes-trust.org.uk)

Tenders or requests to participate must be submitted electronically via

<https://suppliers.multiquote.com>

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

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of Customer Service Team

Reference number

CA10937 -

#### **II.1.2) Main CPV code**

- 79512000 - Call centre

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

See ITT

#### **II.1.5) Estimated total value**

Value excluding VAT: £2,800,000

#### **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

Main site or place of performance

United Kingdom

#### **II.2.4) Description of the procurement**

Please note Costing response Documents will be made available post upon request post signing of a confidentiality agreement witch will be accompanied by a TUPE file

**II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6) Estimated value**

Value excluding VAT: £2,800,000

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

Duration in months

49

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: Yes

Description of options

49 month(s) from the commencement date, with 25 initial month(s) and option to extend 2x12 month(s)

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **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

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## **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: No

### **IV.2) Administrative information**

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

Originally published as:

Date

8 September 2022

Local time

12:00pm

Changed to:

Date

20 September 2022

Local time

12:00pm

See the [change notice](#).

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

8 September 2022

Local time

12:00pm

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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**

The Prince's Trust

Beehive Mill, Jersey Street

Manchester

M4 6JG

Email

[graham.proudfoot@princes-trust.co.uk](mailto:graham.proudfoot@princes-trust.co.uk)

Country

United Kingdom

**VI.4.2) Body responsible for mediation procedures**

The Prince's Trust

Beehive Mill, Jersey Street

Manchester

M4 6JG

Email

[graham.proudfoot@princes-trust.co.uk](mailto:graham.proudfoot@princes-trust.co.uk)

Country

United Kingdom

**VI.4.4) Service from which information about the review procedure may be obtained**

The Prince's Trust

Beehive Mill, Jersey Street

Manchester

M4 6JG

Email

[graham.proudfoot@princes-trust.co.uk](mailto:graham.proudfoot@princes-trust.co.uk)

Country

United Kingdom