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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

Telephone

+44 800842842

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

www.princes-trust.org.uk

Buyer's address

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

Telephone

+44 800842842

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

www.princes-trust.org.uk

Buyer's address

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

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

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

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

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

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

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

Country

United Kingdom