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Contract

## **Northern Ireland Entrepreneurship Support Service (NIESS) Enquiry Handling Service**

Belfast City Council

F03: Contract award notice

Notice identifier: 2023/S 000-028441

Procurement identifier (OCID): ocds-h6vhtk-03d4ab

Published 27 September 2023, 8:28am

### **Section I: Contracting authority**

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

Belfast City Council

9 - 21 Adelaide Street

Belfast

BT2 8DJ

#### **Email**

[cps@belfastcity.gov.uk](mailto:cps@belfastcity.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKN06 - Belfast

#### **Internet address(es)**

Main address

[www.belfastcity.gov.uk](http://www.belfastcity.gov.uk)

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

Regional or local authority

#### **I.5) Main activity**

General public services

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## **Section II: Object**

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

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

Northern Ireland Entrepreneurship Support Service (NIESS) Enquiry Handling Service

Reference number

T2438

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

- 79510000 - Telephone-answering services

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

Services

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

The Northern Ireland Enterprise Support Service (NIESS) will provide enterprise support provision across four pillars (Engage, Foundation, Enabling Growth and Accelerated Scaling) for the whole of Northern Ireland. The Enquiry Handling Service provider will manage enquiries across each of the pillars, and will direct individuals/entrepreneurs on their 'customer journey.' The service will cover all 11 Councils in Northern Ireland.

#### **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: £500,000

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 79500000 - Office-support services
- 79511000 - Telephone operator services

### **II.2.3) Place of performance**

NUTS codes

- UKN06 - Belfast

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

The Northern Ireland Enterprise Support Service (NIESS) will provide enterprise support provision across four pillars (Engage, Foundation, Enabling Growth and Accelerated Scaling) for the whole of Northern Ireland. To manage enquiries across each of the pillars an Enquiry Handling Service is required, to direct individuals/entrepreneurs on their 'customer journey.' The service will cover all 11 Councils in Northern Ireland. There are significant outcomes expected for the NIESS service. However, it is accepted that the majority of enquiries to the call centre will largely be at the 'Engage' and 'Foundation'

stage of the entrepreneurship journey. Clients will have the opportunity to make initial enquiries via several options:

- Call centre/Tele handling
- Completion of an enquiry form on the new web portal
- Walk in enquiry at a relevant delivery location or Council Office.
- Directly with a preferred supplier delivering services on behalf of councils.

The primary aim of the Enquiry Handling Service is to facilitate a projected total of 9,000 enquiries annually. It is anticipated that this will be split across inbound calls, outbound calls, and web site enquiries. It is expected that the Enquiry Handling Service will be in place to manage all telephone enquiries to the service

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 65

Quality criterion - Name: Social Value / Weighting: 15

Quality criterion - Name: Cost / Weighting: 20

Price - Weighting: 20

#### **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

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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: Yes

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

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-016255](#)

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## **Section V. Award of contract**

### **Contract No**

T2438

### **Title**

Northern Ireland Entrepreneurship Support Service (NIESS) Enquiry Handling Service

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

25 September 2023

### **V.2.2) Information about tenders**

Number of tenders received: 2

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

### **V.2.3) Name and address of the contractor**

Like Us NE Limited

Unit 3 Evolution Wynyard Avenue

Wynyard

TS22 5TB

Country

United Kingdom

NUTS code

- UKE2 - North Yorkshire

The contractor is an SME

No

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £500,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Royal Courts of Justice

Chichester Street

Belfast

BT1 3JY

Country

United Kingdom