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Contract

Northern Ireland Entrepreneurship Support Service (NISS) 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

Country

United Kingdom

Region code

UKN06 - Belfast

Internet address(es)

Main address

www.belfastcity.gov.uk

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

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

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](#)

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

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