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Contract

Provision of Project Helpline Services

Bazalgette Tunnel Limited

F20: Modification notice

Notice identifier: 2023/S 000-028473

Procurement identifier (OCID): ocds-h6vhtk-04041a

Published 27 September 2023, 10:52am

Section I: Contracting authority/entity

I.1) Name and addresses

Bazalgette Tunnel Limited

Cottons Centre, Cottons Lane

London

SE1 2QG

Email

procurement@tideway.london

Telephone

+44 2031477700

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<http://www.tideway.london>

Buyer's address

<https://tideway.bravosolution.co.uk>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Project Helpline Services

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement at the time of conclusion of the contract:

The initial contract was awarded by Bazalgette Tunnel Limited, trading as Tideway, as the regulated Infrastructure Provider.

Tideway is a standalone entity with its own license from its regulator, Ofwat, that is responsible for the delivery of the Thames Tideway Tunnel (TTT), which is a significant infrastructure asset.

Provision of Project Helpline Services including management of a project freephone helpline for any members of the general public who have any questions in relation to the Thames Tideway Tunnel Project.

Initial contract commencement date was January 2018 with service termination seen in November 2020 due to Covid-19 disruption. Service transitioned across to new provider in November 2020.

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

Duration in months

34

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.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2017/S 154-320500](#)

Section V. Award of contract/concession

Contract No

Provision of Project Helpline Services

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

20 November 2020

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Foundever GB Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £750,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, Strand

London

WC2L 2LL

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 79512000 - Call centre

VII.1.3) Place of performance

NUTS code

- UKI - London

VII.1.4) Description of the procurement:

Provision of Project Helpline Services including management of a project freephone helpline for any members of the general public who have any questions in relation to the Thames Tideway Tunnel Project.

The Provider will be required to provide a dedicated twenty-four hour / seven days a week call handling facility to include normal office hours, as agreed by the client, and out of hours capability to also include bank holidays and weekends and any emergency cover when required to ensure the service is fully operational at all times. The Provider will be responsible for provision of all equipment, facilities and staff training, deployment and on-going management to ensure the service is fully operational.

The Provider will be required to host and manage a dedicated database capturing all calls received and ensuring all details are recorded in a secure but accessible format.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Start date

21 November 2023

End date

20 November 2025

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£150,000

VII.1.7) Name and address of the contractor/concessionaire

Foundever GB Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Tideway requires an extension to the current contract to ensure service provision is in

place up until planned project completion of mid-2025. It is likely the service will be required on a diminishing scale.

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

Initial procurement activity commenced in 2018 resulting in appointment of Springboard Marketing Limited (Springboard) and contract commencement in 2019.

Springboard notified Tideway in mid-2020 that due to the impacts of the Covid 19 pandemic on the Springboard business with a consequence being a reduction in resourcing levels and capacity, Springboard would not be able to continue to provide the services to Tideway post November 2020. In order to ensure service provision and effective management of project stakeholders, Tideway engaged Foundever GB Limited for provision of project helpline services from November 2020 – November 2023.

With service requirement planned up until mid-2025 and on a diminishing scale across that period, it is Tideway's intention to instruct Foundever GB Limited to continue with provision of project helpline services.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £150,000

Total contract value after the modifications

Value excluding VAT: £540,000