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Award

## **eTendering Portal**

The Royal Borough of Kensington & Chelsea

F15: Voluntary ex ante transparency notice

Notice identifier: 2023/S 000-031845

Procurement identifier (OCID): ocds-h6vhtk-040fd1

Published 27 October 2023, 3:24pm

### **Section I: Contracting authority/entity**

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

The Royal Borough of Kensington & Chelsea

Town Hall, Hornton Street

London

W8 7NX

#### **Email**

[procurement@rbkc.gov.uk](mailto:procurement@rbkc.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

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

Main address

<https://www.rbkc.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**

eTendering Portal

Reference number

PRJ\_RBKC\_20857

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

- 79512000 - Call centre

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

Services

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

The Royal Borough of Kensington & Chelsea (RBKC) has awarded a service contract to one contractor for the provision of an out of hours call handling service. The Council has a statutory obligation to provide an out of hours contact centre service for numerous Council departments. The Contractor will deliver effective support for safeguarding emergencies and services that RBKC have identified as a priority to residents which occur outside of normal working hours and cannot wait until the next working day to be resolved. Non-urgent enquiries will be signposted to and raised with the relevant service. The Service will operate between hours of 5:00pm and 9:00am Monday to Friday and 24 hours per day throughout weekends and on Bank Holidays.

#### **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: £656,527

### **II.2) Description**

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

NUTS codes

- UK - United Kingdom

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

A Service Contract will be awarded to one contractor. The contract will be established for an initial duration of 36 months, with the option to extend for up to 24 further months at RBKC's discretion.

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

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Price / Weighting: 40

Price - Weighting: 100

#### **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

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

RBCK ran an open procurement procedure for this contract under contract notice 2023/S 000-016471 and no tenders were received for the contract in response to the contract notice. RBKC is therefore awarding this contract using the negotiated procedure without prior publication pursuant to Regulation 32(2)(a) of the Public Contracts Regulations 2015 (PCR 2015). The initial conditions of the contract will not be substantially altered and a report will be sent to the Cabinet Office if it so requests. RBKC is publishing this notice pursuant to Regulation 99(3) PCR 2015.

#### IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

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## Section V. Award of contract/concession

### Contract No

1

### Lot No

1

### Title

RBKC Out of Hours Call Centre Service

A contract/lot is awarded: Yes

### V.2) Award of contract/concession

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

27 October 2023

**V.2.2) Information about tenders**

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

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

SPS Doorguard Limited

The Octagon, 35 Baird Street

Glasgow

G4 0EE

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

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

Total value of the contract/lot/concession: £656,527

**V.2.5) Information about subcontracting**

The contract/lot/concession is likely to be subcontracted

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## **Section VI. Complementary information**

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

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

The High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The contracting authority will operate a minimum 10 calendar day standstill period from the date of this VEAT notice. The Public Contracts Regulations 2015 provide that aggrieved parties are to take action in the High Court (England, Wales and Northern Ireland).