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Contract

Contact Centre Services

Transport for Wales

F03: Contract award notice

Notice identifier: 2023/S 000-034035

Procurement identifier (OCID): ocds-h6vhtk-03a13d

Published 17 November 2023, 9:48am

Section I: Contracting authority

I.1) Name and addresses

Transport for Wales

3 Llys Cadwyn, Taff Street

Pontypridd

CF37 4TH

Email

procurement@tfw.wales

Telephone

+44 2921673434

Country

United Kingdom

NUTS code

UKL - Wales

Internet address(es)

Main address

<http://tfw.wales>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA50685

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Transport

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contact Centre Services

Reference number

C000702.00

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

The requirement is for the provision of Contact Centre Services to support TfW

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: £1,500,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

TfW requires an outsourced Contact Centre provision to handle customer queries as an

overflow for a number of multi-modal projects across Wales.

In the first instance, customer queries will be received via telephone, but the Tenderer should be capable of delivering a social media, email and webchat provision in the event TfW broadens project scope to include such methods of contact.

Due to the overflow nature of this provision, TfW is unable to provide detailed estimates of volumes.

The service provision must align to TfW's Customer Contact Strategy, which can be found in the tender documentation.

The TfW Customer Vision is "Engaging people to create continuously improving experiences that place the customer at its heart". Our Customer Experience Objectives are:

- Engaging people to deliver the highest possible standards of customer service
- Delivering a high quality and reliable service
- Continuously developing the customer proposition
- Enable smooth and seamless journeys across Wales
- Deliver high quality customer engagement, insights and communication

Full scope details can be found in ITT Volume 1 document in the tender documentation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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 000-002839](#)

Section V. Award of contract

Contract No

C000702.00

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 November 2023

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Journeycall Ltd

3 James Chalmers Road

Arbroath

DD113RQ

Country

United Kingdom

NUTS code

- UKM71 - Angus and Dundee City

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £1,500,000

Total value of the contract/lot: £1,500,000

Section VI. Complementary information

VI.3) Additional information

Tender documents will be available via eTenderWales at:

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

Please refer to project_52411 and ITT_100845 - Contact Centre Services to obtain the tender documentation.

Any tenderer queries and responses and any circulars that may be issued during the tender period are to be communicated exclusively via the eTenderWales portal only. All responses will be shared with all tenderers unless the query is deemed confidential or commercially sensitive.

(WA Ref:136569)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom