This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/034035-2023">https://www.find-tender.service.gov.uk/Notice/034035-2023</a>

#### 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

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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: <u>2023/S 000-002839</u>

### 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