

**United Kingdom-Hastings: Telephone-answering services**  
**OJ S 15/2021 22/01/2021**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Hastings Borough Council  
Postal address: Muriel Matters House, Breeds Place  
Town: Hastings  
NUTS code: UKJ22 East Sussex CC  
Postal code: TN34 3UY  
Country: United Kingdom  
Contact person: Thomas Walker  
E-mail: [procurement@hastings.gov.uk](mailto:procurement@hastings.gov.uk)  
**Internet address(es):**  
Main address: [www.hastings.gov.uk](http://www.hastings.gov.uk)  
Address of the buyer profile: <https://www.sesharedservices.org/esourcing/>

**I.1. Name and addresses**

Official name: Wealden District Council  
Postal address: Vicarage Lane  
Town: Hailsham  
NUTS code: UKJ22 East Sussex CC  
Postal code: BN27 2AX  
Country: United Kingdom  
Contact person: Thomas Walker  
E-mail: [esph@wealden.gov.uk](mailto:esph@wealden.gov.uk)  
**Internet address(es):**  
Main address: [www.wealden.gov.uk](http://www.wealden.gov.uk)  
Address of the buyer profile: <https://www.sesharedservices.org/esourcing/>

**I.1. Name and addresses**

Official name: Rother District Council  
Postal address: Town Hall Square, London Road  
Town: Bexhill  
NUTS code: UKJ22 East Sussex CC  
Postal code: TN39 3JX  
Country: United Kingdom  
Contact person: Thomas walker  
E-mail: [procurement@rother.gov.uk](mailto:procurement@rother.gov.uk)  
**Internet address(es):**  
Main address: [www.rother.gov.uk](http://www.rother.gov.uk)  
Address of the buyer profile: <https://www.sesharedservices.org/esourcing/>

**I.1.**

**Name and addresses**

Official name: Eastbourne District Council

Postal address: Grove Road

Town: Eastbourne

NUTS code: UKJ22 East Sussex CC

Postal code: BN21 4TW

Country: United Kingdom

Contact person: Thomas Walker

E-mail: [esph@wealden.gov.uk](mailto:esph@wealden.gov.uk)

**Internet address(es):**

Main address: [www.lewes-eastbourne.gov.uk](http://www.lewes-eastbourne.gov.uk)

Address of the buyer profile: <https://www.sesharedservices.org/esourcing/>

**I.1. Name and addresses**

Official name: Lewes District Council

Postal address: Southover Road

Town: Lewes

NUTS code: UKJ22 East Sussex CC

Postal code: BN7 1AB

Country: United Kingdom

Contact person: Thomas Walker

E-mail: [esph@wealden.gov.uk](mailto:esph@wealden.gov.uk)

**Internet address(es):**

Main address: [www.lewes-eastbourne.gov.uk](http://www.lewes-eastbourne.gov.uk)

Address of the buyer profile: <https://www.sesharedservices.org/esourcing/>

**I.2. Information about joint procurement**

The contract involves joint procurement

**I.4. Type of the contracting authority**

Regional or local authority

**I.5. Main activity**

General public services

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

ESPH TW Out of Hours Telephone Services (ESPH306 LM)

**II.1.2. Main CPV code**

79510000 Telephone-answering services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Eastbourne Borough Council, Hastings Borough Council (lead Council), Lewes District Council, Rother District Council and Wealden District Council ('the Councils') are seeking a suitably qualified and experienced contractor to handle all telephone calls that come to the Councils during the out-of-hours period (outside of working hours and on the weekends).

#### **II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 52 326,75 GBP

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

#### **II.2.2. Additional CPV code(s)**

79500000 Office-support services

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

NUTS code: UKJ22 East Sussex CC

Main site or place of performance: East Sussex.

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

Eastbourne Borough Council, Hastings Borough Council, Lewes District Council, Rother District Council and Wealden District Council ('the Councils') are seeking a suitably qualified and experienced contractor to handle all telephone calls that come to the Councils during the out-of-hours period (outside of working hours and on the weekends).

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

Quality criterion - Name: Quality questions / Weighting: 60 %

Price - Weighting: 40 %

#### **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

#### **II.2.14. Additional information**

60-month term with option to extend for a further 24 months.

### **Section IV: Procedure**

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#### **IV.1. Description**

##### **IV.1.1. Type of procedure**

Open procedure

##### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

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

The procurement is covered by the Government Procurement Agreement: no

#### **IV.2. Administrative information**

##### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2020/S 197-478600](#)

##### **IV.2.8. Information about termination of dynamic purchasing system**

##### **IV.2.9.**

## Information about termination of call for competition in the form of a prior information notice

### Section V: Award of contract

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**Title:**

ESPH TW Out of Hours Telephone Services (ESPH306 LM)

A contract/lot is awarded: yes

#### **V.2. Award of contract**

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

06/01/2021

##### **V.2.2. Information about tenders**

Number of tenders received: 6

Number of tenders received from SMEs: 3

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: 6

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

##### **V.2.3. Name and address of the contractor**

Official name: Cornwall Council, Lifeline and Assisted Living

Postal address: County Hall, Treyew Road

Town: Truro

NUTS code: UKK30 Cornwall and Isles of Scilly

Postal code: TR1 3AY

Country: United Kingdom

The contractor is an SME: no

##### **V.2.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot: 200 000,00 GBP

Total value of the contract/lot: 52 326,75 GBP

##### **V.2.5. Information about subcontracting**

### Section VI: Complementary information

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#### **VI.3. Additional information**

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

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

Official name: High Court of England & Wales

Postal address: The Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

##### **VI.4.2. Body responsible for mediation procedures**

Official name: Cabinet Office

Postal address: 70 Whitehall

Town: London

Postal code: SW1A 2AS

Country: United Kingdom

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

The Council observed a standstill period following the award of the contract and there were no appeals in accordance with the Public Contract Regulations 2015 (as amended).

**VI.5. Date of dispatch of this notice**

18/01/2021