

United Kingdom-Bradford: Call centre  
OJ S 46/2016 05/03/2016  
Contract award notice  
Services

Directive 2004/18/EC

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: Bradford College  
Postal address: Great Horton Road  
Town: Bradford  
Postal code: BD7 1AY  
Country: United Kingdom  
For the attention of: Rachel Turner  
E-mail: [rachel.turner@tenetservices.com](mailto:rachel.turner@tenetservices.com)

#### Internet address(es):

General address of the contracting authority: [www.tenetservices.com](http://www.tenetservices.com)  
Address of the buyer profile: [www.tenetservices.com](http://www.tenetservices.com)  
Electronic access to information: <https://suppliers.multiquote.com/Page/Login.aspx>  
Electronic submission of tenders and requests to participate: <https://suppliers.multiquote.com/Page/Login.aspx>

### I.2. Type of the contracting authority

Body governed by public law

### I.3. Main activity

Education

### I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

## Section II: Object of the contract

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### II.1. Description

#### II.1.1. Title

Bradford College Incoming Call Management Open Tender.

#### II.1.2. Type of contract and place of performance or delivery

Services  
Service category No 27: Other services  
Main site or place of performance: Bradford College.  
NUTS code UKE41 Bradford

#### II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

#### II.1.4. Short description of the contract or purchase(s)

Bradford College is looking for an Incoming Call Management provider to provide a telephone answering service including, but not limited to providing course information, using agreed social network platforms to provide live chat, transferring calls, taking payments, posting out

relevant information, taking interview bookings and other call management duties as defined in the Specification.

**II.1.5. CPV code(s)**

79512000 Call centre

**II.1.6. Information about the Government Procurement Agreement (GPA)**

**II.2. Total value of the contract/lot**

**II.2.1. Total value of the contract/lot**

Value: 373 000 GBP  
excluding VAT

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**Section IV: Procedure**

**IV.1. Type of procedure**

**IV.1.1. Type of procedure**

Open

**IV.2. Award criteria**

**IV.2.1. Award criteria**

The most economically advantageous tender in terms of  
1. Most economically advantageous-stated elsewhere

**IV.2.2. Information about electronic auction**

**IV.3. Administrative information**

**IV.3.1. File reference number attributed by the contracting authority**

CA3134

**IV.3.2. Previous publication concerning this procedure**

Notice number in the OJ S: [2015/S 207-375973](#) of 24.10.2015

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**Section V: Award of contract**

Lot title: Bradford College Incoming Call Management Open Tender

**V.1. Date of conclusion of the contract**

2.3.2016

**V.2. Information about tenders**

**V.3. Name and address of the contractor**

Official name: Your Business Voice  
Postal address: Unit 15, Mercury Quays Ashley Lane  
Town: Shipley  
Country: United Kingdom

**V.4. Information on value of the contract/lot**

Total value of the procurement:  
Value: 373 000 GBP  
excluding VAT

## **V.5. Information about subcontracting**

### **Section VI: Complementary information**

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#### **VI.1. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

#### **VI.2. Additional information**

#### **VI.3. Procedures for review**

##### **VI.3.1. Review body**

##### **VI.3.2. Review procedure**

Precise information on deadline(s) for review procedures: The authority will incorporate a minimum 10 calendar day standstill period at the point that information on the award of the contract is communicated to tenderers. If an appeal regarding the award of contract has not been successfully resolved then the Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of harm by breach of the rules to take action in the High Court. Any such action must be brought promptly (generally within 3 months).

##### **VI.3.3. Service from which information about the review procedure may be obtained**

#### **VI.4. Date of dispatch of this notice**

2.3.2016