

United Kingdom-Eccles: Telephone operator services
OJ S 64/2016 01/04/2016
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: ForViva Group Ltd
Postal address: 52 Regent Street
Town: Eccles
NUTS code: UK United Kingdom
Postal code: M30 0BP
Country: United Kingdom
Contact person: Procurement Team
E-mail: tenders@citywest.org.uk
Internet address(es):
Main address: <http://www.forviva.co.uk>

I.1. Name and addresses

Official name: Social Housing Providers can be found by visiting <https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>
Postal address: 52 Regent Street
Town: Eccles
NUTS code: UK United Kingdom
Postal code: M30 0BP
Country: United Kingdom
Contact person: The Procurement Team
E-mail: procurement@citywest.org.uk
Internet address(es):
Main address: <https://www.bipsolutions.com>

I.2. Information about joint procurement

The contract involves joint procurement

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Housing and community amenities

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Service Centre Systems.

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

ForViva is procuring a Framework Agreement pursuant to which it is envisaged that contracts will be let to suppliers within the Framework for the provision of a range of call centre system equipment and software. For further details of the services to be carried out under the Call Centre System Contract to be called off under the Framework by ForViva please refer to the specification attached at Appendix 3 of the ITT. Under the Framework Agreement the following entities will have the option to call-off as and when services are required: (i) ForViva and any entity within the ForViva group from time to time, which currently includes City West Housing Trust, Villages Housing Association and ForWorks, (ii) Other Social Housing Providers in the UK.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 250 000,00 GBP

II.2. Description**II.2.2. Additional CPV code(s)**

79511000 Telephone operator services, 48000000 Software package and information systems , 64214200 Telephone switchboard services - JA02

II.2.3. Place of performance

NUTS code: UK United Kingdom

Main site or place of performance: United Kingdom.

II.2.4. Description of the procurement

ForViva is procuring a Framework Agreement pursuant to which it is envisaged that contracts will be let to suppliers within the Framework for the provision of a range of call centre system equipment and software.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: 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

II.2.14. Additional information**Section IV: Procedure**

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: yes

IV.2. Administrative information

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

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

18/02/2016

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from tenderers from other EU Member States: 3

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

Official name: Amillan Limited

Town: Solihull

NUTS code: UK United Kingdom

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: 250 000,00 GBP

Total value of the contract/lot: 250 680,65 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

ForViva reserves the right to cancel the procurement at any time and not to processed with all or part of the Framework Agreement. ForVia will not, under any circumstance, reimburse any expense incurred by bidders in preparing their tender submissions.

To view this notice, please click here: <https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=196867833>

GO Reference: GO-2016330-PRO-7994031.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Royal Courts of Justice in the Strand
Town: London
Country: United Kingdom

VI.4.2. Body responsible for mediation procedures

Official name: Royal Courts of Justice in the Strand
Town: London
Country: United Kingdom

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:
In accordance with the provisions of the Public Contracts Regulations 2015.

VI.4.4. Service from which information about the review procedure may be obtained

Official name: The Cabinet Office
Town: London
Country: United Kingdom

VI.5. Date of dispatch of this notice

30/03/2016