

UK-London: telephone-answering services
OJ S 106/2012 06/06/2012
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Ealing Council
Postal address: Perceval House, 14-16 Uxbridge Road, Ealing
Town: London
Postal code: W5 2HL
Country: United Kingdom
Contact person: Strategic Procurement
For the attention of: Elaine McLester
Telephone: +44 2088257333

Internet address(es):

General address of the contracting authority: <http://www.ealing.gov.uk>
Address of the buyer profile: http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA0763

I.2. Type of the contracting authority

Regional or local authority

I.3. Main activity

General public services

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

The contracting authority is purchasing on behalf of other contracting authorities: yes
Official name: The contract is to be open to all members and affiliate of the London Contracts and Supplies Group (LCSG). Membership details of the LCSG may be found at: <http://www.lcsg.org/site/directory.htm> The contract is also open to all other public bodies, housing association (including LSVTs set up under the Housing Act 1996), and arm's length management organisation. These include but are not limited to Southern Housing Group and Association of Greater Manchester Authorities (AGMA). Details of the members of the AGMA can be found on their website: <http://www.agma.gov.uk/> The current contract for these services is being used by the following London Boroughs and Housing Organisation: Barking & Dagenham, Tower Hamlets, Ealing, Lambeth, Haringey, Havering, Enfield, Lambeth Living, Homes 4 Haringey.

Section II: Object of the contract

II.1. Description

II.1.1. Title

Out of hours and optional daytime customer call handling services.

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: London Boroughs, Housing Associations, Arms Length Management Organisations and public bodies in London and south-east England, as well as other public bodies and members of AGMA located in the Manchester area.

NUTS code UK United Kingdom

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

The procurement involves the establishment of a framework agreement

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

Scope of the contract is to cover the required out of hours customer call handling service for each party to the agreement in order to realise the benefits of a shared service contract.

Details of current usage estimates for current shared service, as well as estimated contract values can be found in the briefing note, available with a copy of the pre-qualification questionnaire.

Full details of the services to be included are contained within the specification of requirements but will involve taking calls from the public during periods when other borough call handling arrangements are not in operation, filtering calls to identify priorities, recording information in computer systems, and passing information to on-call duty staff who provide direct services. These benefits will be realised by aggregating the out of hours calls of many London Boroughs and other contracting authorities into a single call centre.

Whilst the requirements are primarily for the delivery of an Out of Hours Service, there is interest in extending the Service to include call handling during daytime office hours. These daytime calls are likely to be similar in nature and complexity to Out of Hours calls.

In addition the framework contract will contain a requirement to provide 24/7 cover in case of emergencies.

II.1.5. CPV code(s)

79510000 Telephone-answering services, 79512000 Call centre, 79511000 Telephone operator services

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

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Price. Weighting 50
2. Quality. Weighting 50

IV.2.2. Information about electronic auction

IV.3. Administrative information

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

552

IV.3.2. Previous publication concerning this procedure

Prior information notice

Notice number in the OJ S: [2011/S 97-159161](#) of 20.5.2011

Contract notice

Notice number in the OJ S: [2011/S 169-278761](#) of 1.9.2011

Other previous publications

Notice number in the OJ S: [2008/S 182-241261](#) of 17.9.2008

Section V: Award of contract

Contract No: 552

Lot title: Out of hours and optional daytime customer call handling services.

V.1. Date of conclusion of the contract

10.5.2012

V.2. Information about tenders

Number of tenders received: 2

V.3. Name and address of the contractor

Official name: Vangent Limited

Postal address: Cottons Centre, Cottons Lane

Town: London

Postal code: SE1 1QG

Country: United Kingdom

E-mail: info.uk@vangent.com

Telephone: +44 2079393600

Fax: +44 2079393691

Internet address: www.vangent.co.uk

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

If annual or monthly value:

Number of years: 6

V.5. Information about subcontracting

Section VI: Complementary information

VI.1. Information about European Union funds

VI.2. Additional information

The value of this framework contract is unknown due to the nature of the service and cost being dependent upon the number of services operated by each contracting authority that is part to the contract, their volumes within this, as well as the duration of their contracts called-off within the period of the framework agreement.

As an indication, the current usage rate by only London-based organisations for the previous four-year contract, has been approximately 3 000 000 GBP. For clarity, the previous contract this spend data relates to was only available to bodies in London so this figure is for indicative

purposes only.
(MT Ref:89317).

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

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

VI.4. Date of dispatch of this notice

1.6.2012