

**United Kingdom-Birmingham: Water distribution and related services**

OJ S 77/2019 18/04/2019

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Consumer Council for Water

Postal address: 1st Floor, Victoria Square House, Victoria Square

Town: Birmingham

NUTS code: UK United Kingdom

Postal code: B2 4AJ

Country: United Kingdom

Contact person: Procurement

E-mail: [Procurement@ccwater.org.uk](mailto:Procurement@ccwater.org.uk)

Telephone: +44 3000342222

**Internet address(es):**Main address: <https://www.ccwater.org.uk/>Address of the buyer profile: <https://www.ccwater.org.uk/work-with-us/supply-to-us/>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://public.bravosolution.co.uk/consumer-council-water/web/login.html>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://public.bravosolution.co.uk/consumer-council-water/web/login.html>

Tenders or requests to participate must be submitted to the abovementioned address

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

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.5. Main activity**

General public services

**Section II: Object**

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

ITT Specialist Customer Complaint Handlers

Reference number: 19-004

**II.1.2. Main CPV code**

65100000 Water distribution and related services

**II.1.3. Type of contract**

Services

#### **II.1.4. Short description**

To secure additional complaint handlers at a Senior Customer Caseworker (SCC) level, on a flexible basis to cope with peaks in business demand and fill gaps in staff cover in order to mitigate against any potential shortfalls in CCWater meeting its operational business plan (OBP) performance and satisfaction targets.

#### **II.1.5. Estimated total value**

Value excluding VAT: 330 000,00 GBP

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

This contract is divided into lots: no

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

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

79500000 Office-support services

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

NUTS code: UKC North East (England)

NUTS code: UKD North West (England)

NUTS code: UKE Yorkshire and the Humber

NUTS code: UKF East Midlands (England)

NUTS code: UKG West Midlands (England)

NUTS code: UKH East of England

NUTS code: UKI London

NUTS code: UKJ South East (England)

NUTS code: UKK South West (England)

NUTS code: UKL Wales

Main site or place of performance: 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

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

To secure additional complaint handlers at a Senior Customer Caseworker (SCC) level, on a flexible basis to cope with peaks in business demand and fill gaps in staff cover in order to mitigate against any potential shortfalls in CCWater meeting its operational business plan (OBP) performance and satisfaction targets.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

Value excluding VAT: 330 000,00 GBP

#### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Start: 01/07/2019 End: 30/06/2023

This contract is subject to renewal: no

#### **II.2.10. Information about variants**

Variants will be accepted: yes

#### **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 III: Legal, economic, financial and technical information**

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### **III.1. Conditions for participation**

#### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

## **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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 17/05/2019 Local time: 17:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

#### **IV.2.7. Conditions for opening of tenders**

Date: 17/05/2019 Local time: 17:00

Place:

UK

Information about authorised persons and opening procedure: Via Bravo portal.

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.2. Information about electronic workflows**

Electronic ordering will be used  
Electronic invoicing will be accepted  
Electronic payment will be used

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

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

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

Official name: Consumer Council for Water  
Town: Birmingham  
Country: United Kingdom

#### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

The Contracting Authority will incorporate a minimum 10 calendar days standstill period (or 15 days where non-electronic or fax methods are used) at the point that an award decision notice is communicated to tenderers.

The award decision process will specify the criteria for the award of the contract/Framework Agreement, the reasons for the decision, including the characteristics and relative advantages, the name and score of the successful tender(s), and will specify when the standstill period is expected to end or the date before which the Contracting Authority will not conclude the contract/Framework Agreement.

If an appeal regarding the award of a contract/Framework Agreement has not been successfully resolved, the Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).

Any such action must be brought promptly (generally within 3 months). The Court may order the setting aside of the award decision or may order the Contracting Authority to amend any document and may award damages.

If an agreement has been entered into the Court may make a declaration of ineffectiveness or may order that the duration of any relevant specific contract be shortened and additionally may award damages.

The time-limit for seeking such a declaration is generally 30 days from notification of the award (either by award decision notification or Contract Award Notice depending upon the circumstances) or otherwise 6 months.

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

16/04/2019