

United Kingdom-London: Call centre
OJ S 118/2015 20/06/2015
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Money Advice Service

Postal address: 120 Holborn

Town: London

Postal code: EC1N 2TD

Country: United Kingdom

For the attention of: Margaret Christensen

E-mail: margaret.christensen@moneyadviceservice.org.uk

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

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

I.2. Type of the contracting authority

Body governed by public law

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: no

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting authority

Money Advice Service (MAS) Contact Centre.

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

Services

Service category No 5: Telecommunications services

Main site or place of performance: UK.

NUTS code UK United Kingdom

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

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5.

Short description of the contract or purchase(s)

The Money Advice Service (the 'MAS') is seeking to appoint a Service Provider that can deliver and operate a complete contact centre solution to provide support and free, clear and unbiased money advice to UK consumers. The Contact Centre deals with enquiries relating to a wide range of money matters such as managing debt, benefits and pensions in English and Welsh submitted via telephone, Webchat, email and post.

The aims of the MAS Contact Centre are to provide customers in the UK with the information they require and help them to take action and change their behaviour to improve their financial resilience. The scope of the MAS Contact Centre includes but is not limited to the following services:

- Recruiting and training the appropriate number of Contact Centre staff in order to be able to meet the requirements according to language, subjects, and volumes of enquiries
- Help MAS clients to take action to improve their money management.
- Provide and maintain the complete telecom and IT infrastructure necessary for the operation of all communication channels (telephone, web and email)
- Guarantee the smooth operation of all communication channels under varying levels of service demand volumes by providing flexible infrastructure and resources
- Provide specific operational, technical and monitoring reports about the Services

A more detailed description of the Services is available in the Invitation to Tender.

As instructed by the MAS from time to time, the Contract may be extended to include additional services by other related bodies such as the Financial Conduct Authority (FCA), Financial Ombudsman Service (FOS), Financial Services Compensation Scheme (FSCS), Prudential Regulation Authority (PRA), Bank of England (BOE), HM Treasury (HMT) Department for Work and Pensions (DWP), insofar as they are necessary, and similar in nature to the Service.

The dates and other information outlined in this Notice are subject to change and interested parties are advised to register on the eTendering portal to keep up to date with any subsequent changes to information relating to this contract opportunity.

All communication must be via the eTendering portal.

For the purposes of this Contract the MAS shall remain the Contracting Authority.

II.1.6. CPV code(s)

79512000 Call centre, 79511000 Telephone operator services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

The contract will have an initial period of 39 months which will be followed by 2 optional 12 month extension periods. Therefore if both of the optional extensions are taken up, the maximum contract period will be 63 months. The contract values shown above and elsewhere on the Notice are estimated figures for the full (extended) 63 month contract term (exclusive of VAT).

Estimated value excluding VAT:

Range: between 5 200 000 and 7 900 000 GBP

II.2.2. Information about options

Options: yes

Description of options: The contract will have an initial period of 39 months which will be followed by 2 optional 12 month extension periods. Therefore if both of the optional extensions are taken up, the maximum contract period will be 63 months.

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 2

II.3. Duration of the contract or time limit for completion

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

The Contracting Authority reserves the rights to require deposits, guarantees, bonds, and / or other forms of appropriate security. See the ITT documentation for further details.

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Details will be provided in the invitation to tender documents, copies of which are available from the eTendering service (details of which can be found at Section VI.3 of this Notice). See ITT documentation for further details.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

The Contracting Authority reserves the right to require groupings of contractors to take a particular legal form or to require a single contractor to take primary liability or to require that each party undertakes joint and severable liability irrespective of the legal form of the contracting entity.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: See ITT documentation for further details.

Acceptance of the Money Advice Services Terms and Conditions as issued with the ITT.

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Suppliers Instructions How to Express Interest in this Tender: 1. Register your company on the eSourcing portal (this is only required once) — Browse to the eSourcing Portal: <https://mas.bravosolution.co.uk> and click the link to register — Accept the terms and conditions and click 'I agree' — Enter your correct business and user details — Note the username you chose and click 'Save' when complete — You will shortly receive an email with your unique password (please keep this secure) 2. Express an Interest in the tender — Login to the portal with the username/password — Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier) — Click on the relevant PQQ/ ITT to access the

content. — Click the 'Express Interest' button at the top of the page. — This will move the PQQ /ITT into your 'My PQQs/ My ITTs' page. (This is a secure area reserved for your projects only) -You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box 3. Responding to the tender — Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) — You can now use the 'Messages' function to communicate with the buyer and seek any clarification — Note the deadline for completion, then follow the onscreen instructions to complete the PQQ/ ITT — There may be a mixture of online and offline actions for you to perform (there is detailed online help available) You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance please consult the online help, or contact the eTendering help desk.

III.2.2. Economic and financial ability

List and brief description of conditions: Information and formalities necessary for evaluating if the requirements are met: Candidates will be assessed in accordance with the Public Contracts Regulations 2015, on the basis of information provided in response to an ITT.

The ITT can be accessed at: <https://mas.bravosolution.co.uk> using the instructions detailed in III.2.1

The Contracting Authority may take into account any of the following information:

- (a) appropriate statements from banks or, where appropriate, evidence of relevant professional risk indemnity insurance;
- (b) the presentation of balance-sheets or extracts from the balance-sheets, where publication of the balance-sheet is required under the law of the country in which the economic operator is established.

Minimum level(s) of standards possibly required: 1. Tenderers will be required to demonstrate a minimum annual turnover in of the last 3 consecutive years of 3 600 000 GBP or equivalent in the reporting currency or equivalent proof of financial standing. In the case of a consortium bid, this minimum annual turnover must be achieved by combining the relevant turnovers of all Relevant Companies in the last three consecutive financial years, and the minimum annual turnover in each of the last three consecutive years of at least one such Relevant Company must be no less than 3 600 000 or equivalent financial performance in reporting currency or equivalent proof of financial standing.

2. The Tenderer has the minimum insurance cover or is prepared to increase his cover to the required level at the time of entering into any Contract.

III.2.3. Technical and professional ability

List and brief description of conditions:

Tenderers will be assessed in accordance with Public Contracts Regulations 2015, on the basis of information provided in response to the relevant technical questions in the ITT (a copy of which can be obtained via the eTendering service).

Minimum level(s) of standards possibly required:

Tenderers will be required to demonstrate that they will be able to comply with the minimum requirements set out in the policies and strategies of the Contracting Authority, as set out in the ITT.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

III.3.2. Information about staff responsible for the performance of the contract

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

IV.3. Administrative information

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

RMP 15-19

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 21.7.2015 - 12:00

IV.3.4. Time limit for receipt of tenders or requests to participate

21.7.2015 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

Duration in days: 90 (from the date stated for receipt of tender)

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

VI.2. Information about European Union funds

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

VI.3.

Additional information

The Contracting Authority intends to use an eTendering system in this procurement exercise and reserves the right to use a reverse auction.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Money Advice Service

Postal address: 5th Floor 120 Holborn

Town: London

Postal code: EC1N 2TD

Country: United Kingdom

Internet address: <http://www.moneyadviceservice.org.uk>

Body responsible for mediation procedures

Official name: Centre for Effective Dispute Resolution

Postal address: International Dispute Resolution Centre 70 Fleet Street

Town: London

Postal code: EC4Y 1EU

Country: United Kingdom

E-mail: info@cedr.com

Telephone: +44 2075366000

Internet address: <http://www.cedr.com>

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: Money Advice Service will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into. The Public Contracts Regulations 2006 (SI 2006 No 5) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

16.6.2015