

United Kingdom-Lisburn: Business services: law, marketing, consulting, recruitment, printing and security**OJ S 112/2017 14/06/2017****Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Lisburn and Castlereagh Council

Postal address: Lagan Valley Island

Town: Lisburn

NUTS code: UK United Kingdom

Postal code: BT27 4RL

Country: United Kingdom

E-mail: theresa.conway@finance-ni.gov.uk**Internet address(es):**Main address: <https://etendersni.gov.uk/epps>Address of the buyer profile: <https://etendersni.gov.uk/epps>**I.1. Name and addresses**

Official name: Lisburn and Castlereagh City Council

Postal address: Island Civic Centre, Lagan Valley Island, The Island

Town: Lisburn

NUTS code: UK United Kingdom

Postal code: BT27 4RL

Country: United Kingdom

E-mail: theresa.conway@finance-ni.gov.uk**Internet address(es):**Main address: <https://etendersni.gov.uk/epps>Address of the buyer profile: <https://etendersni.gov.uk/epps>**I.1. Name and addresses**

Official name: Mid and East Antrim Borough Council

Postal address: The Braid, 1-29 Bridge Street

Town: Ballymena

NUTS code: UK United Kingdom

Postal code: BT43 5EJ

Country: United Kingdom

E-mail: theresa.conway@finance-ni.gov.uk**Internet address(es):**Main address: <https://etendersni.gov.uk/epps>Address of the buyer profile: <https://etendersni.gov.uk/epps>**I.1. Name and addresses**

Official name: Mid Ulster District Council

Postal address: Dungannon Office, Circular Road

Town: Dungannon
NUTS code: UK United Kingdom
Postal code: BT71 6DT
Country: United Kingdom
E-mail: theresa.conway@finance-ni.gov.uk
Internet address(es):
Main address: <https://etendersni.gov.uk/epps>
Address of the buyer profile: <https://etendersni.gov.uk/epps>

I.1. Name and addresses

Official name: Belfast City Council
Postal address: Belfast City Hall
Town: Belfast
NUTS code: UK United Kingdom
Postal code: BT1 5GS
Country: United Kingdom
E-mail: theresa.conway@finance-ni.gov.uk
Internet address(es):
Main address: <https://etendersni.gov.uk/epps>
Address of the buyer profile: <https://etendersni.gov.uk/epps>

I.1. Name and addresses

Official name: Antrim and Newtownabbey Borough Council
Postal address: Antrim Civic Centre, 50 Stiles Way
Town: Antrim
NUTS code: UK United Kingdom
Postal code: BT41 2UB
Country: United Kingdom
E-mail: theresa.conway@finance-ni.gov.uk
Internet address(es):
Main address: <https://etendersni.gov.uk/epps>
Address of the buyer profile: <https://etendersni.gov.uk/epps>

I.1. Name and addresses

Official name: Armagh City Banbridge and Craigavon Borough Council
Postal address: Craigavon Civic and Conference Centre, PO Box 66, Lakeview Road
Town: Craigavon
NUTS code: UK United Kingdom
Postal code: BT64 1AL
Country: United Kingdom
E-mail: theresa.conway@finance-ni.gov.uk
Internet address(es):
Main address: <https://etendersni.gov.uk/epps>
Address of the buyer profile: <https://etendersni.gov.uk/epps>

I.1. Name and addresses

Official name: Ards and North Down Borough Council
Postal address: Town Hall, The Castle
Town: Bangor
NUTS code: UK United Kingdom
Postal code: BT20 4BT

Country: United Kingdom

E-mail: theresa.conway@finance-ni.gov.uk

Internet address(es):

Main address: <https://etendersni.gov.uk/epps>

Address of the buyer profile: <https://etendersni.gov.uk/epps>

I.1. Name and addresses

Official name: Causeway Coast and Glens Borough Council

Postal address: Civic Headquarters, Cloonavin, 66 Portstewart Road

Town: Coleraine

NUTS code: UK United Kingdom

Postal code: BT52 1EY

Country: United Kingdom

E-mail: theresa.conway@finance-ni.gov.uk

Internet address(es):

Main address: <https://etendersni.gov.uk/epps>

Address of the buyer profile: <https://etendersni.gov.uk/epps>

I.1. Name and addresses

Official name: Derry City and Strabane District Council

Postal address: Council Offices, 98 Strand Road

Town: Derry

NUTS code: UK United Kingdom

Postal code: BT48 7NN

Country: United Kingdom

E-mail: theresa.conway@finance-ni.gov.uk

Internet address(es):

Main address: <https://etendersni.gov.uk/epps>

Address of the buyer profile: <https://etendersni.gov.uk/epps>

I.1. Name and addresses

Official name: Fermanagh and Omagh District Council

Postal address: The Townhall, 2 Townhall Street

Town: Enniskillen

NUTS code: UK United Kingdom

Postal code: BT74 7BA

Country: United Kingdom

E-mail: theresa.conway@finance-ni.gov.uk

Internet address(es):

Main address: <https://etendersni.gov.uk/epps>

Address of the buyer profile: <https://etendersni.gov.uk/epps>

I.1. Name and addresses

Official name: Newry Mourne and Down District Council

Postal address: District Council Offices, O'Hagan House, Monaghan Row

Town: Newry

NUTS code: UK United Kingdom

Postal code: BT35 8DJ

Country: United Kingdom

E-mail: theresa.conway@finance-ni.gov.uk

Internet address(es):

Main address: <https://etendersni.gov.uk/epps>

Address of the buyer profile: <https://etendersni.gov.uk/epps>

I.2. Information about joint procurement

The contract involves joint procurement

The contract is awarded by a central purchasing body

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://etendersni.gov.uk/epps>

Additional information can be obtained from the abovementioned address

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

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Enquiry Handling Service for the Northern Ireland Business Start Up Programme.

II.1.2. Main CPV code

79000000 Business services: law, marketing, consulting, recruitment, printing and security

II.1.3. Type of contract

Services

II.1.4. Short description

Lisburn and Castlereagh City Council (LCCC) is acting on behalf of the 11 Northern Ireland Councils to appoint a Contractor to deliver an Enquiry Handling Service to support the Northern Ireland Business Start Up Programme (NIBSUP). It is anticipated that this Contract will commence in August 2017 until 31.10.2020 with no further extensions.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre, 79510000 Telephone-answering services, 64000000 Postal and telecommunications services, 32000000 Radio, television, communication, telecommunication and related equipment

II.2.3. Place of performance

NUTS code: UKN Northern Ireland

II.2.4. Description of the procurement

Lisburn and Castlereagh City Council (LCCC) is acting on behalf of the 11 Northern Ireland Councils to appoint a Contractor to deliver an Enquiry Handling Service to support the Northern Ireland Business Start Up Programme (NIBSUP). It is anticipated that this Contract will commence in August 2017 until 31.10.2020 with no further extensions.

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

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

Duration in months: 38

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

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: yes

Identification of the project:

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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

Date: 18/07/2017 Local time: 15:00

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

Tender must be valid until: 16/10/2017

IV.2.7. Conditions for opening of tenders

Date: 18/07/2017 Local time: 15:30

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

The successful contractor's performance on the contract will be regularly monitored. Contractors not delivering on contract requirements is a serious matter. It means the public purse is not getting what it is paying for. If a contractor fails to reach satisfactory levels of contract performance they will be given a specified time to improve. If, after the specified time, they still fail to reach satisfactory levels of contract performance, the matter will be escalated to senior management in CPD for further action. If this occurs and their performance still does not improve to satisfactory levels within the specified period, it may be regarded as an act of grave professional misconduct and they may be issued with a Certificate of Unsatisfactory Performance and the contract may be terminated.

VI.4. Procedures for review**VI.4.1. Review body**

Official name: The UK does not have any such bodies with responsibility for appeal/mediation procedures

Town: UK

Country: United Kingdom

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

CPD will comply with the Public Contracts Regulations 2015 and, where appropriate, will incorporate a standstill period (i.e. a minimum of 10 calendar days) at the point information on the award of contract is communicated to tenderers. That notification will provide full information on the award decision. This provides time for the unsuccessful tenderers to challenge the award decision before the contract is entered into.

VI.5. Date of dispatch of this notice

12/06/2017