

United Kingdom-London: Call centre
OJ S 131/2016 09/07/2016
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Department of Energy and Climate Change

Postal address: 3 Whitehall Place

Town: London

NUTS code: UK United Kingdom

Postal code: SW1A 2AW

Country: United Kingdom

E-mail: lowcarboninnovation@decc.gsi.gov.uk

Internet address(es):

Main address: www.delta-esourcing.com

Address of the buyer profile: www.decc.gsi.gov.uk

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

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

Provision of the UK National Contact Point Service covering the EU's Horizon 2020 Energy Programme and other related energy research and innovation funding Programmes.

Reference number: TRN 1102/11/2015

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

DECC is seeking a contractor for the UK National Contract Point for Energy, providing services to assist applicants / organisations requesting funding via the EU's Horizon 2020 Energy Programme.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 640 000,00 GBP

II.2. Description

II.2.2. Additional CPV code(s)

72253100 Helpdesk services, 71314000 Energy and related services, 64216210 Value-added information services

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

Call centre. The Department of Energy and Climate Change ('DECC') is seeking to appoint a contractor to fulfil the role of the UK National Contract Point (NCP) for Energy. Providing services to assist UK applicants / organisations requesting funding under the EU's Horizon 2020 Energy Programme and other related energy research and innovation funding Programmes.

The aim of this project is to assist UK organisations to bid successfully for funding from the Horizon 2020 Energy R, D&D and related EU Energy Programmes and therefore to maximise the proportion of those budgets allocated to UK organisations. This can then lead to the development of new low carbon innovation and business growth here in the UK.

Please note DECC, in parallel, is investigating the option of bringing this requirement in-house, by resourcing the service itself, or appointing another government department to do so.

Therefore, there is a potential risk that this requirement may not be awarded.

II.2.5. Award criteria

Quality criterion - Name: Criterion 1: Understanding requirements and adding value / Weighting : 15

Quality criterion - Name: Criterion 2: Management and delivery / Weighting: 15

Quality criterion - Name: Criterion 3: Addressing challenges and risks / Weighting: 5

Quality criterion - Name: Criterion: Evidence of knowledge and skills capacity of the EU's horizon 2020 energy and related EU energy programmes and how they operate / Weighting: 45

Cost criterion - Name: Criterion 1:Cost — Please complete 2 clearly labelled versions of annex A / Weighting: 20

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

Bidders should outline the services, and method of providing the services, under the following 2 budget scenarios. Bidders should provide a full and detailed breakdown of costs. This should include staff (and day rate) broken down for different levels of staff.

Scenario 1) Total budget not exceeding 140 000 GBP per year, excluding VAT, for 4 years.

Scenario 2) Total budget not exceeding 160 000 GBP per year, excluding VAT, for 4 years.

The contract is to be for a period of 4 years. This contract includes an option for an extension of up to a further 12 months.

Estimated value excluding VAT:

Range between: 400 000 and 640 000
Currency: GBP.

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2015/S 242-439633](#)

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

31/03/2016

V.2.2. Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Microwire Limited

Postal address: 27 Porson Rd

Town: Cambridge

NUTS code: UK United Kingdom

Postal code: CB2 8ET

Country: United Kingdom

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 609 177,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=208772076>

GO Reference: GO-201675-PRO-8443912.

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

Official name: Department of Energy and climate Change

Postal address: 3 Whitehall Place

Town: London

Postal code: SW1A 2AW

Country: United Kingdom

VI.5. Date of dispatch of this notice

05/07/2016