

United Kingdom-Lisburn: Business services: law, marketing, consulting, recruitment, printing and security**OJ S 118/2021 21/06/2021****Contract award 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

Contact person: SSDAdmin.CPDfinance-ni.gov.uk

E-mail: ssdadmin.cpd@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: ssdadmin.cpd@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: ssdadmin.cpd@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: ssdadmin.cpd@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: ssdadmin.cpd@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: ssdadmin.cpd@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: ssdadmin.cpd@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: ssdadmin.cpd@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: ssdadmin.cpd@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: ssdadmin.cpd@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: ssdadmin.cpd@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: ssdadmin.cpd@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.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

General public services

Section II: Object

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

ID 3338749 — DfE — Lisburn City and Castlereagh Borough Council — LED NI Business Start Up Programme — Enquiry Handling Element

Reference number: ID3338749

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 for the new Go For It 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: 223 230,00 GBP

II.2. Description**II.2.2. Additional CPV code(s)**

79512000 Call centre, 79510000 Telephone-answering services

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 for the new Go For It Programme.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Cost / Weighting: 40

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: Enquiry Handling Service for the Go For It programme. Council has successfully sought ERDF funding. This has been agreed via InvestNI to run for 18 months starting 1 July 2021. It will not extend.

II.2.14. Additional information

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: [2021/S 043-109012](#)

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

The contracting authority will not award any further contracts based on the above prior information notice

Section V: Award of contract

Contract No: 1

Title:

Contract

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

16/06/2021

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: Teleperformance Ltd

Postal address: Spectrum Building, Bond Street

Town: Bristol

NUTS code: UK United Kingdom

Postal code: BS1 3LG

Country: United Kingdom

E-mail: enquiry@teleperformance.co.uk

Telephone: +44 1179168000

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

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 223 230,00 GBP

Total value of the contract/lot: 223 230,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

The successful contractor's performance on this contract will be managed as per the specification and regularly monitored (see Procurement Guidance Note 01/12 — Contract Management — Procedures and Principles). 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 Notice of Unsatisfactory Performance and this contract may be terminated. A central register of such Notices for supplies and services contracts will be maintained and published on the CPD website. Any contractor in receipt of a Notice of Unsatisfactory Performance will be required to declare this in future tender submissions for a period of 3 years from the date of issue of the Notice. It may also result in the contractor being excluded from all procurement competitions being undertaken by Centres of Procurement Expertise on behalf of bodies covered by the Northern Ireland Procurement Policy.

VI.4. Procedures for review

VI.4.1. Review body

Official name: The UK does not have any special review body with responsibility for appeal /mediation procedures in public procurement competitions. Any challenges are dealt with by the High Court Commercial Division to which proceedings may be issued regarding alleged breaches of the Public Contracts Regulations.

Town: UK

Country: United Kingdom

VI.5. Date of dispatch of this notice

16/06/2021