

United Kingdom-York: Call centre
OJ S 197/2013 10/10/2013
Contract notice – utilities
Services

Directive 2004/17/EC

Section I: Contracting entity

I.1. Name and addresses

Official name: East Coast Main Line Company Limited
Postal address: First Floor North East Coast House 25 Skeldergate
Town: York
Postal code: YO1 6DH
Country: United Kingdom
For the attention of: David Edwards
E-mail: dave.edwards@eastcoast.co.uk
Telephone: +44 8450593188
Fax: +44 8450594782

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from: the abovementioned address

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

I.2. Main activity

Railway services

I.3. Contract award on behalf of other contracting entities

The contracting entity is purchasing on behalf of other contracting entities: no

Section II: Object of the contract

II.1. Description

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

Provision of Contact Centre Services for Web Support (front line) activity.

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

Services

Service category No 20: Supporting and auxiliary transport services

NUTS code

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)

Provision of customer service support for users visiting www.eastcoast.co.uk including, but not limited to, purchasing rail tickets, giving support to our loyalty scheme (both members and non members) and offering general customer services advice for all users of www.eastcoast.co.uk

II.1.6. CPV code(s)

79512000 Call centre

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

The procurement is covered by the Government Procurement Agreement: no

II.1.8. Information about lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: yes

II.2. Scope of the procurement

II.2.1. Total quantity or scope

II.2.2. Information about options

Options: yes

Description of options: Possiblty of a further extension period of up to 6 months.

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 1

In the case of renewable contracts, estimated time-frame for subsequent calls for competition:

in months: 6 (from the award of the contract)

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

Start 1.4.2014 Completion 1.4.2015

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Further details will be provided in any invitation to tender.

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

Further details will be provided in any invitation to tender.

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

Further details will be provided in any invitation to tender.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

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: prequalification questionnaire will be issued to all parties who express an interest which must be completed and returned by 25.10.2013 at 15:00.

III.2.2. Economic and financial ability

List and brief description of conditions: prequalification questionnaire will be issued to all parties who express an interest.

III.2.3. Technical and professional ability

List and brief description of conditions: prequalification questionnaire will be issued to all parties who express an interest.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

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

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures): no

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of the criteria stated in the specifications or in the invitation to tender or to negotiate

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

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

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents

(except for a DPS)

Time limit for receipt of requests for documents or for accessing documents: ..

Payable documents: no

IV.3.4.

Time limit for receipt of tenders or requests to participate

23.10.2013 - 15:00

IV.3.5. Languages in which tenders or requests to participate may be submitted
English.

IV.3.6. Minimum time frame during which the tenderer must maintain the tender

IV.3.7. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

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

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

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

VI.5. Date of dispatch of this notice

7.10.2013