

**United Kingdom-Birmingham: Water distribution and related services**  
**OJ S 140/2019 23/07/2019**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Consumer Council for Water

Postal address: 1st Floor, Victoria Square House, Victoria Square

Town: Birmingham

NUTS code: UK United Kingdom

Postal code: B2 4AJ

Country: United Kingdom

Contact person: Procurement

E-mail: [Procurement@ccwater.org.uk](mailto:Procurement@ccwater.org.uk)

Telephone: +44 3000342222

**Internet address(es):**

Main address: <https://www.ccwater.org.uk/>

Address of the buyer profile: <https://www.ccwater.org.uk/work-with-us/supply-to-us/>

**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

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**Section II: Object**

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

**II.1.1. Title**

ITT Specialist Customer Complaint Handlers

Reference number: 19-004

**II.1.2. Main CPV code**

65100000 Water distribution and related services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

To secure additional complaint handlers at a Senior Customer Caseworker (SCC) level, on a flexible basis to cope with peaks in business demand and fill gaps in staff cover in order to mitigate against any potential shortfalls in CCWater meeting its Operational Business Plan (OBP) performance and satisfaction targets.

**II.1.6.**

## **Information about lots**

This contract is divided into lots: no

### **II.1.7. Total value of the procurement**

Value excluding VAT: 400 000,00 GBP

## **II.2. Description**

### **II.2.2. Additional CPV code(s)**

79500000 Office-support services

### **II.2.3. Place of performance**

NUTS code: UK United Kingdom

Main site or place of performance: 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

### **II.2.4. Description of the procurement**

To secure additional complaint handlers at a Senior Customer Caseworker (SCC) level, on a flexible basis to cope with peaks in business demand and fill gaps in staff cover in order to mitigate against any potential shortfalls in CCWater meeting its operational business plan (OBP) performance and satisfaction targets.

### **II.2.5. Award criteria**

Quality criterion - Name: Scored questions / Weighting: 80 %

Quality criterion - Name: Price / Weighting: 20 %

Cost criterion - Name: Price / 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**

## **Section IV: Procedure**

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### **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: no

### **IV.2. Administrative information**

#### **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

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**Contract No:** CCW19-004

**Lot No:** N/A

**Title:**

Specialist Complaint Handlers

A contract/lot is awarded: yes

### **V.2. Award of contract**

#### **V.2.1. Date of conclusion of the contract**

08/07/2019

#### **V.2.2. Information about tenders**

Number of tenders received: 3

Number of tenders received by electronic means: 3

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

#### **V.2.3. Name and address of the contractor**

Official name: Huntswood

Town: Berkshire

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 400 000,00 GBP

Total value of the contract/lot: 400 000,00 GBP

#### **V.2.5. Information about subcontracting**

## Section VI: Complementary information

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### **VI.3. Additional information**

Via bravo portal.

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: Consumer Council for water

Town: Birmingham

Country: United Kingdom

#### **VI.4.2. Body responsible for mediation procedures**

Official name: Consumer Council for Water

Town: Birmingham

Country: United Kingdom

#### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

The Contracting Authority will incorporate a minimum 10 calendar days standstill period (or 15 days where non-electronic or fax methods are used) at the point that an award decision notice is communicated to tenderers.

The award decision process will specify the criteria for the award of the contract/Framework Agreement, the reasons for the decision, including the characteristics and relative advantages, the name and score of the successful tender(s), and will specify when the standstill period is expected to end or the date before which the Contracting Authority will not conclude the contract/Framework Agreement.

If an appeal regarding the award of a contract/Framework Agreement has not been successfully resolved, the Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).

Any such action must be brought promptly (generally within 3 months). The Court may order the setting aside of the award decision or may order the Contracting Authority to amend any document and may award damages.

If an agreement has been entered into the Court may make a declaration of ineffectiveness or may order that the duration of any relevant specific contract be shortened and additionally may award damages.

The time-limit for seeking such a declaration is generally 30 days from notification of the award (either by award decision notification or contract award notice depending upon the circumstances) or otherwise 6 months.

#### **VI.4.4. Service from which information about the review procedure may be obtained**

Official name: Consumer Council for Water

Town: Birmingham

Country: United Kingdom

#### **VI.5. Date of dispatch of this notice**

19/07/2019