

United Kingdom-Eccles: Telephone operator services

OJ S 199/2015 14/10/2015

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: ForViva Group Ltd

Postal address: 52 Regent Street

Town: Eccles

Postal code: M30 0BP

Country: United Kingdom

Contact person: Procurement Team

E-mail: tenders@citywest.org.uk

Internet address(es):

General address of the contracting authority: www.forviva.co.uk

Electronic access to information: www.delta-esourcing.com

Electronic submission of tenders and requests to participate: www.delta-esourcing.com

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

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

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Housing and community amenities

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: yes

Official name: Social Housing Providers can be found by visiting <https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>

Postal address: 52 Regent Street

Town: Eccles

Postal code: M30 0BP

Country: United Kingdom

Section II: Object of the contract

II.1. Description

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

Service Centre Systems.

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

Services

Service category No 7: Computer and related services

NUTS code UK United Kingdom

II.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

II.1.4. Information about framework agreement

Framework agreement with several operators

Duration of the framework agreement

Duration in years: 4

Estimated total value of purchases for the entire duration of the framework agreement

Estimated value excluding VAT: 250 000 GBP

II.1.5. Short description of the contract or purchase(s)

Telephone operator services. Software package and information systems. Telephone switchboard services. ForViva is procuring a Framework Agreement pursuant to which it is envisaged that contracts will be let to suppliers within the Framework for the provision of a range of call centre system equipment and software. For further details of the services to be carried out under the Call Centre System Contract to be called off under the Framework by ForViva please refer to the specification attached at Appendix 3 of the ITT.

Under the Framework Agreement the following entities will have the option to call-off as and when services are required:

(i) ForViva and any entity within the ForViva group from time to time, which currently includes City West Housing Trust, Villages Housing Association and ForWorks.

(ii) Other Social Housing Providers in the UK (both those that are in existence now and those that may be in existence in the future). 'Social Housing Provider' for this purpose means any provider of social housing and includes, without limitation, registered housing providers, local authorities and ALMOs. A list of the current Social Housing Providers can be found by visiting <https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>. Such Social Housing Providers will only be entitled to call off under the Framework Agreement if ForViva consents.

Bidders should note that, under the Framework Agreement, no entity will be under any obligation to call-off with framework suppliers.

The form of Framework Agreement that ForViva proposes to enter into with the successful suppliers is set out at Appendix 2 of the ITT.

It is intended that the Framework Agreement will be in place for a period of 4 years. During this period ForViva and its group members will retain the ability to procure services from outside the Framework Agreement and/or with suppliers who may not be party to the Framework Agreement.

However, ForViva are committed to the success of the Framework Agreement and intend that, whenever practicable the services will be procured under the Framework Agreement through the appointment of framework suppliers.

Whilst the Framework Agreement will be in place for a maximum period of 4 years, bidders should note that individual contracts called-off under the Framework Agreement may be for a period of greater than 4 years so may continue beyond the 4 year term of the Framework Agreement.

The current estimated value of the supplies to be called off under the Framework Agreement is approximately 250 000 GBP. This estimated value is based on ForViva's anticipated requirements.

Accordingly, suppliers should note that this estimated value may increase if other Social Housing Providers decide to join and call off under the Framework Agreement.

II.1.6. CPV code(s)

79511000 Telephone operator services, 48000000 Software package and information systems , 64214200 Telephone switchboard services - JA02

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

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

It is intended that the Framework Agreement will be in place for a period of 4 years. During this period ForViva and its group members will retain the ability to procure services from outside the Framework Agreement and/or with suppliers who may not be party to the Framework Agreement.

However, ForViva are committed to the success of the Framework Agreement and intend that, whenever practicable the services will be procured under the Framework Agreement through the appointment of framework suppliers.

Whilst the Framework Agreement will be in place for a maximum period of 4 years, bidders should note that individual contracts called-off under the Framework Agreement may be for a period of greater than 4 years so may continue beyond the 4 year term of the Framework Agreement.

The current estimated value of the supplies to be called off under the Framework Agreement is approximately 250 000 GBP This estimated value is based on ForViva's anticipated requirements.

Accordingly, suppliers should note that this estimated value may increase if other Social Housing Providers decide to join and call off under the Framework Agreement.

Estimated value excluding VAT: 250 000 GBP

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: no

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

Duration in months: 48 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Parent company guarantees, performance bonds, warranties and/or deposits may be required.

III.1.2.

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

To be contained in the contract documentation.

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

In the event of a group of suppliers submitting an acceptable offer it will be necessary to provide an undertaking that each company will be jointly and severally responsible for the due performance of any contracts awarded to such suppliers under the framework agreement.

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: As set out in the Pre-Qualification Questionnaire (PQQ) with the Tender documentation.

III.2.2. Economic and financial ability

List and brief description of conditions: As set out in the Pre-Qualification Questionnaire (PQQ) included with the Tender documentation.

Minimum level(s) of standards possibly required: As set out in the PQQ within the tender documentation.

III.2.3. Technical and professional ability

List and brief description of conditions:

As set out in the PQQ within the tender documentation.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

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

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

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 authority

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 17.11.2015 - 12:00

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

18.11.2015 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

until: 19.11.2015

IV.3.8. 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

ForViva reserves the right to cancel the procurement at any time and not to processed with all or part of the Framework Agreement. ForVia will not, under any circumstance, reimburse any expense incurred by bidders in preparing their tender submissions.

For more information about this opportunity, please visit the Delta eSourcing portal at: <https://www.delta-esourcing.com/tenders/UK-UK-Eccles:-Telephone-operator-services./TH92C6E9V3>

To respond to this opportunity, please click here: <https://www.delta-esourcing.com/respond/TH92C6E9V3>

GO Reference: GO-2015109-PRO-7172960.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Royal Courts of Justice in the Strand

Town: London

Country: United Kingdom

Body responsible for mediation procedures

Official name: Royal Courts of Justice in the Strand

Town: London

Country: United Kingdom

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: In accordance with the provisions of the Public Contracts Regulations 2015.

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

Official name: The Cabinet Office

Town: London

Country: United Kingdom

VI.5. Date of dispatch of this notice

9.10.2015