

United Kingdom-Colwyn Bay: Call centre  
OJ S 177/2018 14/09/2018  
Contract notice  
Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Police and Crime Commissioner for North Wales Police and North Wales Police

National registration number: n/a

Postal address: Force Headquarters, Glan-y-don, Abergele Road, North Wales

Town: Colwyn Bay

NUTS code: UKL13 Conwy and Denbighshire

Postal code: LL29 8AW

Country: United Kingdom

Contact person: Kim Richards

E-mail: [kim.richards@nthewales.pnn.police.uk](mailto:kim.richards@nthewales.pnn.police.uk)

Telephone: +44 1492804248

**Internet address(es):**

Main address: <http://www.north-wales.police.uk>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/33183>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: [https://uk.eu-supply.com/app/rfq/rwentrance\\_s.asp?PID=25388&B=BLUELIGHT](https://uk.eu-supply.com/app/rfq/rwentrance_s.asp?PID=25388&B=BLUELIGHT)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [https://uk.eu-supply.com/app/rfq/rwentrance\\_s.asp?PID=25388&B=BLUELIGHT](https://uk.eu-supply.com/app/rfq/rwentrance_s.asp?PID=25388&B=BLUELIGHT)

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

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Public order and safety

**Section II: Object**

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

Victim Help Centre

Reference number: 32682

**II.1.2. Main CPV code**

79512000 Call centre

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

Contract for the provision of a Victim Help Centre. The contract is for an initial period of 2 years commencing on 1.4.2019 with potential to extend for a further 3 years in multiples not exceeding 12 months.

The Police and Crime Commissioner for North Wales currently provide support for victims of crime within a hub called the 'Victim Help Centre' (VHC) located at North Wales Police Divisional Headquarters, St Asaph. The Service is currently provided by an external Supplier, the current contract comes to an end on 31.3.2019 and therefore we are looking to put a new contract in place to commence on 1.4.2019.

The Closing Date: 2:00 pm on 12.10.2018.

This Contract will be open for use by the Police and Crime Commissioner for Gwent and/or Gwent Police throughout the contract period should they require.

### **II.1.5. Estimated total value**

Value excluding VAT: 3 600 000,00 GBP

### **II.1.6. Information about lots**

This contract is divided into lots: no

## **II.2. Description**

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

85000000 Health and social work services, 85320000 Social services, 85323000 Community health services, 98000000 Other community, social and personal services

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

NUTS code: UKL13 Conwy and Denbighshire

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

Contract for the provision of a victim help centreThe contract is for an initial period of 2 years commencing on 1.4.2019 with potential to extend for a further 3 years in multiples not exceeding 12 months.

The Police and Crime Commissioner for North Wales currently provide support for victims of crime within a hub called the 'Victim Help Centre' (VHC) located at North Wales Police Divisional Headquarters, St Asaph. The Service is currently provided by an external Supplier, the current contract comes to an end on 31.3.2019 and therefore we are looking to put a new contract in place to commence on 1.4.2019.

Any questions should also be raised via the Messaging section of the Tender, please note that no correspondence will be entered into outside of the system.

The Closing Date: 2:00 pm on 12.10.2018.

The Contract will be open for use by The Police and Crime Commissioner for Gwent and/or Gwent Police should they require.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6. Estimated value**

Value excluding VAT: 3 600 000,00 GBP

### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

The initial contract period is for 24 months, with the option to extend for another 3 years in multiples of no more than 12 months.

### **II.2.10. Information about variants**

Variants will be accepted: yes

### **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 III: Legal, economic, financial and technical information**

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### **III.1. Conditions for participation**

#### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

As per the tender documents.

#### **III.1.2. Economic and financial standing**

List and brief description of selection criteria:

As per the tender documents

Minimum level(s) of standards possibly required:

Full independent financial background checks will be carried out prior to award or any contract.

#### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

## **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**

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

#### **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.2.2.**

**Time limit for receipt of tenders or requests to participate**

Date: 12/10/2018 Local time: 14:00

**IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates****IV.2.4. Languages in which tenders or requests to participate may be submitted**

Danish, English

**IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

**IV.2.7. Conditions for opening of tenders**

Date: 12/10/2018 Local time: 14:00

Place:

North Wales Police

Information about authorised persons and opening procedure: Force Solicitor Procurement Officer

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

**VI.3. Additional information****VI.4. Procedures for review****VI.4.1. Review body**

Official name: Head of Procurement

Postal address: Force Headquarters, Glan y Don, North Wales

Town: Old Colwyn

Postal code: LL29 8AW

Country: United Kingdom

E-mail: [procurement@nthwales.pnn.police.uk](mailto:procurement@nthwales.pnn.police.uk)

Telephone: +44 492804247

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

Official name: A neutral advisor or mediator shall be chosen by agreement between the Parties

Town: Colwyn Bay

Country: United Kingdom

Internet address: <http://www.cedr.co.uk>

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

11/09/2018