

United Kingdom-London: Customer services
OJ S 242/2014 16/12/2014
Contract notice – utilities
Services

Directive 2004/17/EC

Section I: Contracting entity

I.1. Name and addresses

Official name: Go-Ahead Holding Ltd
Postal address: 4 Matthew Parker Street, Westminster
Town: London
Postal code: SW1H 9NP
Country: United Kingdom
For the attention of: Antoinette Scorey
E-mail: antoinette.scorey@go-ahead.com

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

Customer Service Contact Centre.

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

Services

Service category No 27: Other services

NUTS code UKJ South East (England)

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

II.1.4. Information about framework agreement

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

Govia is a joint venture between the Go-Ahead Group (65 %) and Keolis (35 %), two substantial and successful transport companies in their own right. Govia has extensive experience running complex and challenging rail operations, managing significant change programmes, and it has introduced more new train fleets in the UK than any other operator. Govia currently runs four major rail franchises: Govia Thameslink Railway (GTR), Southern, Southeastern and London Midland. Govia is the UK's busiest rail operator, currently providing

c.35 % of all passenger journeys.

Established in 1987, The Go-Ahead Group has its roots in the North East where it was formed following de-regulation of the bus industry. Ten years later, with rail privatisation, the company entered into partnership with Keolis and began running the Thameslink franchise as Govia. It has run Southern since 2001, Southeastern since 2006 and London Midland since 2007. Go-Ahead has a turnover of GBP 2 600 000 000 and some 23 500 employees.

In July 2015, the new integrated GTR franchise will begin operating and will encompass the routes currently operated by Southern, Gatwick Express, Thameslink and Great Northern. The customer service operations for these operators are currently split between 2 separate service providers and GTR requires this to be based solely with one provider. Both contracts with the incumbent Suppliers cease in September 2015 therefore any prospective Supplier will need to be prepared to commence service in September 2015.

Included in the scope of the tender is the provision of the customer service operation for Southeastern. The contract with the Southeastern incumbent supplier will also expire in September 2015. The Southeastern service is a blend of in-house resource to manage more complex communication and an outsourced element.

Note this requirement is strictly for an on-shore operation.

II.1.6. CPV code(s)

79342300 Customer services, 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: yes

Tenders may be submitted for all lots

II.1.9. Information about variants

Variants will be accepted: yes

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Customer Service Operations for the integrated GTR Franchise and Southeastern Franchise.

II.2.2. Information about options

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: 60 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Govia Thameslink Railway

2) CPV code(s)

79342300 Customer services, 79512000 Call centre

3) Quantity or scope

Customer Service Operations.

4) Indication about different time frame or duration

Duration in months: 60 (from the award of the contract)

Lot No: 2

Lot title: Southeastern Railway

2) CPV code(s)

79342300 Customer services, 79512000 Call centre

3) Quantity or scope

Customer Service Operations.

4) Indication about different time frame or duration

Duration in months: 60 (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

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

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

III.1.4. Contract performance conditions

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: These will be set out in the PQQ documents that will be issued using our E-Tendering tool IASTA.

III.2.2. Economic and financial ability

List and brief description of conditions: These will be set out in the PQQ documents that will be issued using our E-Tendering tool IASTA.

III.2.3. Technical and professional ability

List and brief description of conditions: These will be set out in the PQQ documents that will be issued using our E-Tendering tool IASTA.

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

Negotiated

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

435982

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents

(except for a DPS)

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

22.1.2015 - 14:00

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

VI.2. Information about European Union funds

VI.3. Additional information

All bidders expressing interest in bidding for the contract will receive a PQQ via Smartsourc our on-line tendering tool. This will be issued out after the notice has closed.

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: The Utility will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum period of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before a contract is entered into. The Utilities Regulations 2006 (SI 2006/6) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the Regulations to take action in the High Court (England, Wales and Northern Ireland).

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

VI.5. Date of dispatch of this notice

11.12.2014