

United Kingdom-Hastings: Telephone-answering services

OJ S 197/2020 09/10/2020

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Hastings Borough Council

Postal address: Muriel Matters House, Breeds Place

Town: Hastings

NUTS code: UKJ22 East Sussex CC

Postal code: TN34 3UY

Country: United Kingdom

Contact person: Thomas Walker

E-mail: esph@wealden.gov.uk

Internet address(es):

Main address: www.hastings.gov.uk

Address of the buyer profile: <https://www.sesharedservices.org/esourcing/>

I.1. Name and addresses

Official name: Wealden District Council

Postal address: Vicarage Lane

Town: Hailsham

NUTS code: UKJ22 East Sussex CC

Postal code: BN27 2AX

Country: United Kingdom

Contact person: Thomas Walker

E-mail: esph@wealden.gov.uk

Internet address(es):

Main address: www.wealden.gov.uk

Address of the buyer profile: <https://www.sesharedservices.org/esourcing/>

I.1. Name and addresses

Official name: Rother District Council

Postal address: Town Hall Square, London Road

Town: Bexhill

NUTS code: UKJ22 East Sussex CC

Postal code: TN39 3JX

Country: United Kingdom

Contact person: Thomas walker

E-mail: esph@wealden.gov.uk

Internet address(es):

Main address: www.rother.gov.uk

Address of the buyer profile: <https://www.sesharedservices.org/esourcing/>

I.1.

Name and addresses

Official name: Eastbourne District Council

Postal address: Grove Road

Town: Eastbourne

NUTS code: UKJ22 East Sussex CC

Postal code: BN21 4TW

Country: United Kingdom

Contact person: Thomas Walker

E-mail: esph@wealden.gov.uk

Internet address(es):

Main address: www.lewes-eastbourne.gov.uk

Address of the buyer profile: <https://www.sesharedservices.org/esourcing/>

I.1. Name and addresses

Official name: Lewes District Council

Postal address: Southover Road

Town: Lewes

NUTS code: UKJ22 East Sussex CC

Postal code: BN7 1AB

Country: United Kingdom

Contact person: Thomas Walker

E-mail: esph@wealden.gov.uk

Internet address(es):

Main address: www.lewes-eastbourne.gov.uk

Address of the buyer profile: <https://www.sesharedservices.org/esourcing/>

I.2. Information about joint procurement

The contract involves joint procurement

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://sesharedservices.org.uk/esourcing/>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via:

<https://sesharedservices.org.uk/esourcing/>

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

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

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

ESPH TW Out of Hours Telephone Services (ESPH306 LM)

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

Eastbourne Borough Council, Hastings Borough Council (lead Council), Lewes District Council, Rother District Council and Wealden District Council ('the Councils') are seeking a suitably qualified and experienced contractor to handle all telephone calls that come to the Councils during the out-of-hours period (outside of working hours and on the weekends).

II.1.5. Estimated total value

Value excluding VAT: 200 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79500000 Office-support services

II.2.3. Place of performance

NUTS code: UKJ22 East Sussex CC

Main site or place of performance: East Sussex.

II.2.4. Description of the procurement

Full information can be found at <http://www.sesharedservices.org.uk/esourcing>

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: 200 000,00 GBP

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

Duration in months: 60

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

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

60 month term with option to extend for a further 24 months.

Section III: Legal, economic, financial and technical information

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 detailed in tender documentation.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV: Procedure

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 09/11/2020 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

English

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

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 09/11/2020 Local time: 14:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic ordering will be used

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: High Court of England & Wales

Postal address: The Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

VI.4.2. Body responsible for mediation procedures

Official name: Cabinet Office

Postal address: 70 Whitehall

Town: London

Postal code: SW1A 2AS

Country: United Kingdom

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

The Council will observe a standstill period following the award of the contract and conduct itself in respect of any appeals in accordance with the Public Contract Regulations 2015 (as amended).

VI.5. Date of dispatch of this notice

06/10/2020