

**United Kingdom-Colwyn Bay: Call centre**  
**OJ S 236/2018 07/12/2018**  
**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: 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

Town: Colwyn Bay, North Wales

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.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Public order and safety

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**Section II: Object**

**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 p.m. 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.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 2 025 000,00 GBP

### **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

Main site or place of performance: North Wales.

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

Contract for the provision of a victim help centre:

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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.

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

Quality criterion - Name: Method statements / Weighting: 45

Quality criterion - Name: Information security / Weighting: 3

Quality criterion - Name: Insurance / Weighting: 3

Quality criterion - Name: Compliance with requirements / Weighting: 6

Quality criterion - Name: Financial standing / Weighting: 3

Price - Weighting: 40

#### **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

The procurement involves the establishment of a framework agreement

##### 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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 177-401405](#)

##### 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:** 1

**Title:**

Victim Help Centre

A contract/lot is awarded: yes

#### V.2. Award of contract

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

04/12/2018

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

Number of tenders received: 1

Number of tenders received by electronic means: 1

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

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

Official name: Victim Support

National registration number: Charity no. 298028

Postal address: 1 Bridge Street

Town: Derby

NUTS code: UKF1 Derbyshire and Nottinghamshire

Postal code: DE1 3HZ

Country: United Kingdom

E-mail: [bidding@victimsupport.org.uk](mailto: bidding@victimsupport.org.uk)

Telephone: +44 7768498296

The contractor is an SME: no

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

Total value of the contract/lot: 2 025 000,00 GBP

**V.2.5. Information about subcontracting****Section VI: Complementary information**

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**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**

04/12/2018